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PROCESSOR
Products, News & Information Data Centers Can Trust. Since 1979

Privacy Redefined

Wireless Networks, Shrinking Security Funds & Lackluster Success Keep IT Professionals Busy

by Ericka Chickowski

• • •

Scott McNealy's quip over the death of privacy may be truer today than when he uttered it years ago. It is increasingly difficult for IT professionals to keep personal information, trade secrets, and other data under wraps. With the proliferation of wireless networks, fewer funds for security, and growing resignation about lackluster security, it sometimes feels like a futile fight to protect privacy over the network.

Nevertheless, it is every company's duty to take privacy issues to heart. Businesses must remain vigilant to keep company secrets, personnel information, and customer records under wraps while staying in the clear of legal pitfalls when it comes to protecting everyone's privacy rights.

Keep The Customer Satisfied

This has not been a hallmark year for privacy protection. In February, Bank of America admitted to losing credit card information of more than 1.2 million of its customers. This private—and supposedly secure—data was lost on a missing and unencrypted backup tape.

And just this month, LexisNexis announced that 59 breaches into its network may have compromised over 300,000 individuals' Social Security numbers and addresses.

Both incidents emphasize the need for continued improvements in the way IT handles private data. If these large enterprises are committing such terrible gaffes, it is likely that smaller companies have similar, if not worse, holes in security.

And it is likely to not matter how large or small your company is these days. Increasing legislation is putting the onus on businesses, and their IT departments in particular, to protect customer information at all costs.

Data Encryption

Every IT professional has heard the perils of developing a hard outer network shell without protecting the data in the network interior. You've likely heard a firewall-dependent security plan described as a crustacean with only an exoskeleton to protect the fleshy unencrypted innards. Or perhaps a more utilitarian description is a bank with the outer door locked and the vault

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Construction Zone

Overlooked Steps In Data Center Renovations

by Elizabeth Millard

• • •

Congratulations, you've been approved to develop a bigger, better, stronger data center. The IT budget is robust, the company is humming along, and that means more servers, networking equipment, and security appliances. Now you just have to build the darn thing.

Although it means greater capability in the future, data center renovations can be difficult. If the work is being done onsite, it may mean months of contractors, hammering, and dust. Offsite may bring time shuttling between two sites and more meetings than you care to think about. In all the flurry, it's easy to forget a few elements in the renovation, but some steps may be more important than others. Here are a few to keep in mind as the building begins.

Build In Physical Security Controls

With so much chatter about malicious hackers and other miscreants, IT departments tend to be focused on who's targeting their network electronically rather than physically. Because of this, sometimes security becomes lax or even nonexistent. If anyone can walk into the data center, unplug a piece of equipment, and carry it out, then it doesn't matter how strong the network security is. One way to prevent this kind of theft and protect access to the data center is with a biometrics device. There's a wealth of biometric options on the market (see the "Invest In Biometrics" sidebar on page 7), especially for the budget-conscious.

Security controls also bring up the question of access. If part of the data center is cordoned off while it's being expanded,

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Although it means greater capability in the future, data center renovations can be difficult.

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Privacy In The Digital Age

This has not been a hallmark year for privacy protection, and legislation is putting the onus on businesses (of all sizes) and their IT departments to protect customer information.

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Product Releases | 12

■ A joint venture between **APC** and **Rockwell Automation** has produced the Allen Bradley Bulletin 1609 Industrial AC UPS line. ■ **Apple** announced Mac OS X Server 10.4 Tiger. ■ **Emerson** designed its new leak detection software to monitor for water leaks near electronic equipment. ■ **Infocrossing** released the latest version of its email scanning software: MailWatch 5.0. ■ **Kyocera Mita** introduced two new full color printers, the FS-C5020N and the FS-C5030N. ■ **LiveVault** introduced the Linux and Unix (Sun Solaris) version of its InControl disc-based online backup and recovery product. ■ **palmOne** introduced its latest handheld device, the Tungsten E2. ■ **Platespin** announced PowerRecon 1.0, a resource measurement application. ■ OfficeScan 7.0, the latest version of **Trend Micro's** client/server threat protection software, has new spyware-blocking features.

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☐ Less than 10 ☐ 200 - 499
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☐ 100 - 199 ☐ 1,000+

2. How often do you purchase computer hardware/software?

☐ Weekly ☐ Quarterly
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3. What is your annual computer hardware/ software purchasing budget?

☐ $0 - $9,999 ☐ $100,000 - $249,999
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MarketPlace NEWS

Yahoo! Earnings, Revenue Surprise Analysts

YAHOO!'S TOTAL REVENUE for the first quarter reached $1.17 billion, up 55% from 2003. The company's international growth was up 124%, while its domestic revenue was up 37%. The future of advertising revenue was promising, too, according to Yahoo!, with heavy interest in text and graphical advertising on the search service. Yahoo! and Google have been competing in the search market for years, with Google typically slightly ahead in terms of advertising revenue and site use.

Adobe Set To Purchase Macromedia

ADOBE, HEADQUARTERED IN San Jose, Calif., is gearing up to buy San Francisco-based Macromedia for $3.4 billion in stock. The purchase would combine Adobe's and Macromedia's document management, Web publishing, and online video delivery tools. The new name for the combined company will be Adobe Systems, although the Macromedia name will remain as a software brand. Both companies say the main reason for the merge is future growth, as the combined company plans to develop graphics automation and dynamic forms for users to create, change, and share information online.

Qwest, Vonage Work Together For VoIP 911 Calls

QWEST COMMUNICATIONS has agreed to grant Vonage access to its 911 infrastructure. Until now, Qwest, along with the other Bell operating companies—SBC, BellSouth, and Verizon—have not allowed VoIP providers such as Vonage to access their 911 networks, which link the emergency call centers throughout the country. Qwest's 911 calling infrastructure operates in 14 states. Analysts expect the other Bell operating companies will eventually fall in line with Qwest. BellSouth and Verizon have begun trials or are expected to soon; SBC has been more reluctant.

Extensive Marketing Campaign For Windows

MICROSOFT WILL LAUNCH a 15-month advertising campaign to boost enthusiasm for its Windows products and showcase all of their features. The campaign, targeting audiences in 11 countries through television, online, and print ads, is celebrating the upcoming 20th anniversary of the debut of Windows. It's also building up to Microsoft's Longhorn release, slated for the 2006 holiday season. A beta version of Longhorn is set to be released this summer. Just as Microsoft is launching this campaign, its rival Apple Computer is preparing to release its new operating system, Mac OS X 10.4 Tiger, at the end of this month.

Former CEO Of WorldCom Asks For New Trial

BERNARD EBBERS, WorldCom's ex-CEO, is seeking a new trial after being found guilty last month on one count of conspiracy, one count of securities fraud, and seven counts of false regulatory filings with the SEC. Ebbers' conviction came after a federal jury decided he engineered the $11 billion accounting fraud that brought down telecommunications giant WorldCom. Ebbers claims the judge in that trial made unfair rulings. If his request for a new trial is denied, he still has the option of taking his case to a federal appeals court.

Intel's Inventory Of Some Components Tighter Than Expected

INTEL REPORTS THAT ITS supply of chipsets and mobile processors is lower than it would prefer it to be, although the inventory isn't so tight that it's hurting the company's revenue and earnings. Intel has been trying to keep its supply of certain components up, specifically those that are integrated into its strategy of creating platforms instead of just selling processors. To solve the shortage problem, Intel says it plans to increase capital spending for the remainder of the year.

Memory Prices Will Continue To Drop

PRICES FOR 256MB DRAM chips could drop to $2 or below, a steal for companies looking to upgrade RAM but a potential blow for memory manufacturers. If prices continue to drop, analysts expect DDR2 memory to overtake DRAM later this year as the most popular type of memory because profit margins on the new RAM are much greater. As prices fall, analysts also expect 512MB chips to replace 256MB ones as the leading sellers.

Sales Up For High-Performance Servers

IN A SIGN OF CONTINUED economic recovery, IDC reports that the high-performance technical server market grew 30% last year with $7.25 billion in revenue, while the market for low-end servers for the technical field grew 65%. IDC expects the market, which consists primarily of servers targeted toward clustering and supercomputing in educational and enterprise research areas, to continue to grow over the next couple of years, but at a much more moderate pace.

HP Plans Increased Efforts For SMBs

TO IMPROVE ITS PARTNER engagements with SMBs, HP is planning to introduce compensation changes designed to make its call center more partner-friendly. The compensation changes will specifically affect HP direct-sales call center representatives and will also address new conflict-escalation processes. HP says it has completed its plan to increase the number of accounts to partners in the enterprise segment, so now it is shifting the emphasis to SMB partnership engagements. In other HP news, the company offered a buyout package to some employees in its imaging and printing unit. The buyout was part of the restructuring plan announced in November.

WATCH THE STOCKS

This information provides a quick glimpse of current and historical stock prices and trends for 15 major companies in the technology market.

Company	Symbol	Year Ago	April 13 $	April 20 $	% change from previous week
Avaya	AV	N/A	$11.63	$8.01	▼ 31.13%
BEA Systems	BEAS	N/A	$7.90	$7.15	▼ 9.49%
Computer Associates	CA	$28.42	$28.00	$26.90	▼ 3.93%
Cisco Systems	CSCO	$23.32	$18.00	$17.19	▼ 4.50%
Dell	DELL	$35.96	$36.91	$35.99	▼ 2.49%
Electronic Data Systems	EDS	$19.39	$20.89	$19.60	▼ 6.18%
Google	GOOG	N/A	$192.93	$198.10	▲ 2.68%
HP	HPQ	$21.67	$21.95	$20.59	▼ 6.20%
IBM	IBM	$91.28	$84.57	$72.01	▼ 14.85%
Intel	INTC	$27.53	$22.82	$22.66	▼ 0.70%
McAfee	MFE	N/A	$21.60	$21.48	▼ 0.56%
Microsoft	MSFT	$27.54	$25.04	$24.32	▼ 2.88%
Oracle	ORCL	$12.53	$12.26	$11.78	▼ 3.92%
Red Hat Software	RHAT	N/A	$11.02	$10.61	▼ 3.72%
Sun Microsystems	SUNW	$4.39	$4.02	$3.50	▼ 12.94%

NOTE: This information is meant for reference only and should not be used as a basis for buy/sell decisions.

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PROCESSOR® SHOWCASE

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Go to www.Processor.com to view the Virtual Booths and Virtual Products referenced in each Showcase ad.

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Services
Design, Implementation, Development, Hosting, Security, Manufacturing, Training

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Business Productivity, Communications, Application Development, Security, System Management

End Nodes
Servers, Systems, Mobile Devices, Components, Monitors, Peripherals, KVM

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Physical Infrastructure
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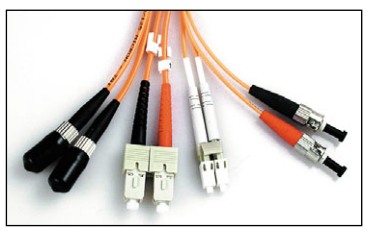

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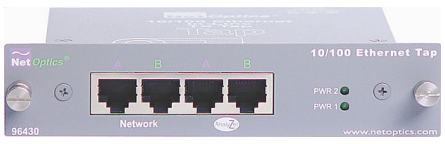

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Fiber Management Systems
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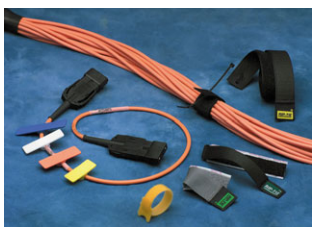

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Fiber Distribution Systems
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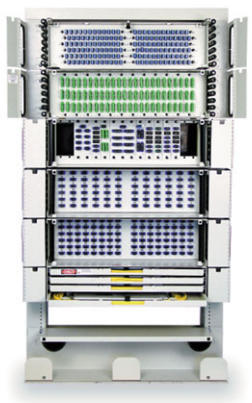

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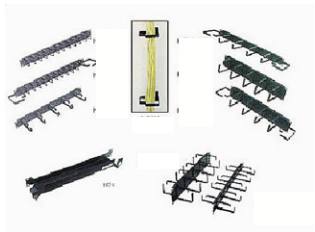

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Rack Monitor System
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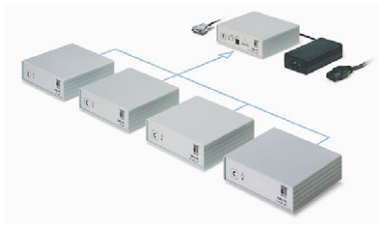

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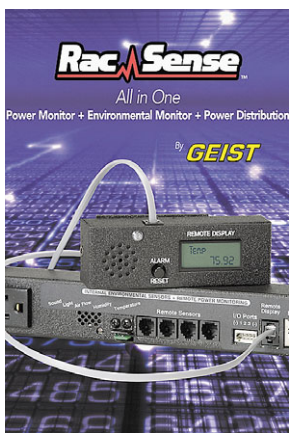

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Keeping Enterprise Information In The Enterprise

Tips That Will Help Ensure Privacy

by Chris A. MacKinnon

• • •

ACCORDING TO THE Computer Security Institute and the FBI, data theft has grown more than 650% over the past three years. Both sources say that companies are realizing the importance of preventing internal leaks of financial, nonpublic, and proprietary information. On top of this, IBM and Ponemon Institute claim that companies are spending more on privacy activities as their privacy programs mature. The annual cost of privacy programs is reaching about $15 million in the late stages of program maturation.

As important as it is to keep the wrong information out, it is just as important to keep the right information where it belongs: inside the company network. Data theft and the cost of privacy programs are both growing like wildfire, so privacy should be high up on any company's priority list. Here are a number of simple, cost-effective tips you can use to improve the privacy of your company's information.

Define rules for appropriate use. Greg Farris, senior product marketing manager for Vormetric, a provider of enterprise security solutions, says it's important to ensure that company policy relative to sensitive data security is up-to-date. "Companies that have accumulated personal data from customers or third parties or valuable digital information assets through their business activities may not have updated their company policies that address the appropriate use of such data. Creating classifications for such data and defining the rules for appropriate use is fundamental to a secure business environment."

Enforce strong password policies. Strong passwords are the fundamentals of privacy and security and should also be top priority. Passwords should be strong enough that they cannot be easily cracked, but not to the extent that they need to be written down. Passwords should also be changed at regular intervals or anytime an employee with access to passwords leaves the company.

Identify and classify sensitive data. Sensitive information that should be protected against inappropriate use can be found throughout any organization. By identifying the location of such data and classifying it by confidentiality, an organization can begin to define requirements for safeguarding such information. Some areas that need protection include Social Security numbers, personal identification numbers, account numbers, credit card numbers, and other types of structured information.

Apply a monitoring and enforcement system. The ability to monitor and enforce policy adherence is critical when protecting confidential information. Network control points should monitor information usage and traffic, verifying compliance with company policies and carrying out consequences for policy violation. A good monitoring system will accurately identify threats and prevent them from passing network control points. Monitoring systems should also have strong identification abilities to avert false alarms and stop illegitimate traffic.

Train employees and contractors on appropriate use. Farris says knowledge is sometimes the best medicine. "Ensure that users of data understand their responsibilities in regard to the accessing and viewing of sensitive information, as well as their limitations based on need-to-know and appropriate-use principles. Processes and procedures for the handling of confidential data should be defined and, where possible, technically enforced."

Keep access controls for users or groups up-to-date. Using Active Directory or LDAP to restrict accessibility to information on a need-to-know basis is a first layer of defense for keeping internal users honest.

Control root users. Limit the number of users with root-level privileges and ensure that only one administrator can use that privilege at any one time. This will allow audit logs to better track access and changes to sensitive corporate data. In other words, only a limited number of users should be using the keys to the kingdom.

Avoid social engineers. Social engineers are extremely crafty at penetrating otherwise well-protected networks. Company employees should be educated about the nature of social engineers and the methods they use to trick employees into revealing sensitive company information. Gartner claims that social engineering will be the greatest security risk facing large companies over the next 10 years. Social engineers might contact you by email or phone or even appear in person.

Destroy old data accordingly. When disposing of used equipment, it may be best to physically destroy the media first (hard drives, CDs, tapes, and diskettes) or hire a company that specializes in destroying this type of equipment. If used equipment is being sold, ensure that all important records are backed up and then permanently deleted before the equipment is sold. Enterprises should also establish a timeline for data retention.

Store your data wisely. Company users should be instructed to save data to network drives (not to C: hard drives, which are much less secure). If a user's hard drive is stolen, information that is stored on the network remains protected.

When it comes to privacy, the matter is keeping information from leaving the company network. These tips will help in that pursuit. Protecting your company's information requires an understanding of current business processes, the identification of sensitive data, and monitoring the flow of that data. Ultimately, the importance lies in the potential costs and consequences of not privatizing company information.

Best Tip

If an unauthorized gains access to your information, encryption can give you a separate layer of protection.

Encrypt your data. Encryption is the key to privacy. If a hacker breaks through a firewall, company data has a better chance of staying private if it is encrypted. Encrypting company laptops and devices used from remote locations, such as wireless devices, is also advisable. There are several companies offering solutions to encrypt enterprise data (PC Guardian Technologies, for example). Be sure to upgrade encryption applications over time.

Quickest To Implement

Firewalls are the front door to the corporate network. They act as effective barriers to would-be hackers and unauthorized users but are useless if that door is left wide open.

Batten down the router/firewalls. This is sometimes overlooked by IT managers. Before a company router/firewall is installed, it ships with a default password. Upon installation security devices should have their passwords changed. Good Internet hackers know the typical default passwords to such devices. Wireless network administrators should also enable WEP to keep company information private.

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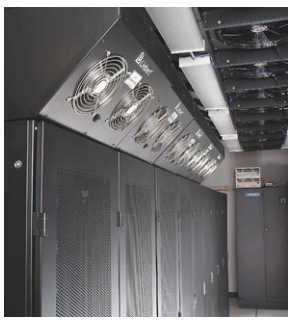

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Privacy Redefined

Continued from Page 1

door open, or . . . well, you get the picture. But what do all of these extended metaphors point to? How do you lock the outside door and the vault door?

To truly protect privacy, an organization must emphasize data protection. This means encryption and controls on who accesses the information.

While convenience may predicate giving full access to database information to IT workers, it is important to remember how dangerous that can be. Identity theft is most often perpetrated by employees with access to sensitive data. Many analysts recommend a policy of granting database access on only an as-needed basis.

In addition, adequate encryption from the database level all the way down to backups can help prevent privacy from being compromised from inside the firewall. It is likely that if Bank of America had encryption measures in place for backups, customer information would have never been vulnerable to that tape loss.

Employee Privacy: Does It Exist?

One of the trickiest aspects of privacy is weighing the interests of the company with those of the employees. In regards to what they do and say via the company's computers, the courts have typically come down in favor of your right to keep track of activities on company equipment. But the matter of employee privacy is more complicated than deciding whether you have the right to spy.

Though legal precedence is likely to be in your favor, there is the little matter of employee goodwill to deal with. True, it is important to track mail from time to time to ensure that your company secrets aren't being sent all over the Web or to make sure users aren't mailing out inappropriate jokes.

But how far are you willing to go to ensure employees are working 100% of the time without checking CNN.com throughout the day? Only top management can answer that question. While most employees understand that it is in the best interest of the company to monitor online activities, many don't cotton to an Orwellian atmosphere. It is important to pick your battles and, if you would like to foster a healthy environment, to put your employees on notice with a comprehensive privacy policy.

If you do put a privacy policy into a document, you must also be aware of its ramifications. Generally speaking you don't have to have a policy document in place to justify observing on the sly, but once you do distribute one to employees, you are legally expected to honor it. So if you tell employees that email and phone calls will not be monitored without their knowledge, you had better tell people when they are being watched.

With Privilege Comes Responsibility

Beyond maintaining a good relationship with employees, the other face of the workplace privacy coin is your responsibility to keep their personal information secret. As with customers, businesses routinely keep employees' personal information on file. But unlike customer information, employee records tend to be more complete and less protected.

Ignoring the responsibility to your employees can have legal repercussions.

In 2002 Ligand Pharmaceuticals of San Diego was sued by more than three dozen employees after their personnel records were stolen by a different employee who opened credit cards and even rented apartments under their stolen identities. The case was eventually settled out of court for an undisclosed sum, as it was clear that the employees' case was airtight.

It goes to show how easily personnel information can be stolen when the company chooses not to safeguard it. Taking responsibility for employee records goes part and parcel with your right to keep track of employees on the clock.

Legislation On The Horizon

Privacy is a tricky thing in the legal world. Legislators are still dealing with the relatively new crime of identity theft, and the lines can often be fuzzy when it comes to culpability in the event of data theft.

However, more often than not, businesses are getting nailed by employees and customers who have been harmed by less than sterling security practices. It is safest to assume that you will be fully liable for loss. Following the LexisNexis debacle, Congress has been harrumphing over the relative ease with which businesses trade people's information electronically without their knowledge.

Already, legislators are looking into laws that regulate the sale and transmission of information such as Social Security numbers. Keep your eyes peeled for this one, as it could make the IT legal minefield even more hazardous to tread.

How far are you willing to go to ensure employees are working 100% of the time without checking CNN.com throughout the day? Only top management can answer that question.

If Privacy Has Been Breached

When security has been breached, it is often difficult for businesses to know what to do. Oftentimes businesses can put employees or consumers at risk by waiting too long to inform them that their private information has been compromised. Fortunately, the FTC recently developed an information kit that provides advice for businesses on what to do if a security breach occurs.

The tips include law enforcement contact information, business contact information for the three major credit reporting agencies, suggestions for establishing an internal communication protocol, information on contacting the FTC for assistance, and a detailed explanation of what individuals need to know. Information can be found at www.consumer.gov/idtheft.

Construction Zone

Continued from Page 1

data center managers should be cautious about who's walking in and out and when. Equipment theft is a concern, but so is accidental tampering. A loose wire kicked out of place can bring down parts of a network or cause machines to kick over to a redundant system.

Anticipate Additional Growth

If the company is doing well enough to expand the data center, it's likely that it will keep doing well, so pursuing a renovation that just serves current needs means more construction down the line. It's better to build more than you need, if possible, than to get into a cycle of renovation every few years. "When doing any kind of renovation, make it at least a five-year plan and ideally a 10-year plan," says Ryan Theil, vice president at Kidwell Communications, a network design firm. "Especially if you're planning cabling and subfloors, you have to think about your future needs."

Although technology is slimming down somewhat, making for smaller form factors, it's difficult to predict what's around the corner. So giving the data center some extra room is an insurance policy against more renovations in the near future.

Make Sure Temperature Controls Are Appropriate

Sometimes when a data center is being expanded, IT departments assume that temperature monitors and cooling systems will be enough to cover the extra space. But when summer temperatures soar and humidity gets uncomfortable, that can be a dangerous assumption. Carl Claunch, Gartner Group analyst, notes that installing more high-density machines will naturally raise the temperature level, which means more controls are needed.

"There are systems designed to minimize floor space use, but usually the trade-off is that they drive up the power density of the facility," says Claunch. "Data center managers have to be especially careful about making sure that the airflow is allowing for proper temperature control." Without adequate ventilation, especially inside a raised floor, a data center can get too hot too fast. Just because the air conditioning system is pumping cool air from the vents doesn't mean the room is being adequately cooled. The only way to know for sure is to install appropriate monitors (see the "Keeping Your Cool" sidebar) and talk to your contractor about additional ventilation and cooling options.

Equipment theft is a concern, but so is accidental tampering. A loose wire kicked out of place can bring down parts of a network or cause machines to kick over to a redundant system.

Create A Backup Plan In Case Of Construction Delays

It would be nice if every project was completed on time and on budget. But that's not the way it is in construction, just as it isn't in IT. Unexpected problems, new demands, and building material availability can all contribute to delay. If a renovation project involves renting space elsewhere in another data center, be sure to either have an open contract in terms of time or build in more time than you think you need, by at least a month. That way you won't find yourself getting kicked out of a temporary space without a shiny new data center to move into.

Check Your Power

Just because a renovation can be put into the budget doesn't mean there will automatically be enough power for additional equipment. "Electricity is something that people don't really think about; they only notice it when it's not there," says Mike Hellman, marketing manager at Siemens Energy & Automation. Another issue, he notes, is the quality of the power. Sometimes a system that was working well will suddenly sputter when overtaxed by new equipment. Hellman's recommendation is to invest in more redundancy systems that don't require electrical connections, such as battery-fueled generators. "Don't assume that your electricity is reliable," says Hellman. "If you're a little paranoid about it, you'll be much more prepared."

Keeping Your Cool

After the contractors have built in effective cooling systems and ventilation, it's time to upgrade temperature monitors. Here is a sampling of products that will watch the data center when you're not there.

IT Environmental Monitor Model EM1

www.SensaTronics.com

Monitors temperature, relative humidity, and wetness.

Cost: $299 for base unit; additional cost for separate temperature and humidity probes

PowerGoose

www.ITWatchdogs.com

Complete environment and power monitoring in a 1U rack unit.

Cost: $799

Etherpak-4A

www.Sensorsoft.com

Environmental monitoring package that watches temperature, humidity, flooding, and power loss.

Cost: $1,796; other packages are available, ranging in price from $200 to $3,000

Invest In Biometrics

Thanks to intense competition and technology developments, biometric controls are more prevalent than ever. For a newly renovated data center, having this type of security control in place can bring comfort as well as security. Here are just a few of the offerings on the market.

FaceIt ARGUS

www.identix.com

A facial recognition system that identifies people as they pass through a camera's field of view. Identix also has a variety of fingerprint scanners for mobile or desktop machines.

Cost: Contact company for pricing.

Guardian 210A

www.index-security.com

Stand-alone fingerprint identification door lock; replaces standard deadbolts, which makes for easy, do-it-yourself installation.

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BioSlimDisk Door Access Systems

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Cost: Contact company for pricing.

Protecting Private Data On Your Network

Regulatory Requirements Put Spotlight On Securing User & Enterprise Information

by Tony Bradley

• • •

ARGUABLY the primary objective of a network administrator or data center manager is to ensure network connectivity and enable users to access data and network resources. However, a close second to that goal is the task of protecting or securing that same data to ensure it is accessed only by those users authorized to do so. Recent laws and regulations such as Sarbanes-Oxley, GLBA, HIPAA, and others place a burden on corporations to protect certain kinds of data, particularly personally identifiable information.

Decide What To Protect

The first step in effectively protecting the private and confidential data on your network is to determine which data needs protecting and how much security is adequate to protect it. Earl Crane, a professional services consultant with Foundstone Professional Services, says, "A risk assessment is used to identify sensitive assets and data and create mitigation strategies to reduce risk on identified systems. One of the big advantages of a risk assessment is it allows you to spend your remediation dollars on the most critical assets, putting out the biggest fires first."

George Kurtz, senior vice president of risk management for McAfee's Foundstone division, adds it's also important to have well-defined policies and classify data that needs protecting. "Effective and specific policies need to be created that outline how, when, and why information should be protected. Having an information classification policy is critical to success. If you don't know what data needs protected because you haven't classified it, it will be much harder to be successful."

Choose How To Protect It

Once a risk assessment and classification of the data is done, you can begin to implement a security plan, focusing on the information that is at the highest risk or has the most potential impact if it is compromised first.

"One of the big advantages of a risk assessment is it allows you to spend your remediation dollars on the most critical assets."

- Foundstone Professional Services' Earl Crane

Before researching the latest technologies and investing large amounts of money in whiz-bang security solutions, you should first use the tools already at your disposal. Administrators must be fully aware of the security capabilities and monitoring and logging functionality of their operating systems and applications.

On Windows-based systems, administrators can ensure that effective passwords are used and that file and folder permissions are properly configured to restrict access to private data. There are also built-in encryption technologies such as EFS (encrypted file system) that can be used to further protect the data. Security auditing should also be enabled so the logs can be used as a means of monitoring security or for investigating any suspicious activity.

Once the existing tools and processes have been exhausted, you can begin to investigate other technologies and devices that can provide more, or better, protection. Kurtz says, "Companies can implement various technologies to protect against attack, like a vulnerability management system in combination with an IPS. This can be layered with encryption of the data. It is important to remember that just encrypting data alone is not sufficient without identifying and fixing vulnerabilities, since these vulnerabilities can be used to get to the data even if it is encrypted."

Review The Protection Periodically

Assessing and classifying your data assets and applying the necessary processes, tools, and technologies to adequately secure them is great, but it is not a one-time deal. Over time data will be added, removed, or moved to different folders; users will come and go; access rights will change; new attacks or security holes will emerge; and new security tools and technologies will be developed.

Part of defining the process for protecting the data must also include a timeframe to perform a periodic review of the protection. It may be semiannual, annual, or whatever you determine to be a sufficient period of time to effectively assure that the data protection continues to perform adequately. Depending on the industry, there may also be state or federal regulations such as Sarbanes-Oxley, HIPAA, GLBA, or others that mandate periodic assessments of the data protection measures.

Make sure you are aware of any laws or regulations that apply to your data, but even if no such laws apply to you, you should ensure that the existing security tools are configured properly, monitored regularly, and maintained properly. You should also perform a periodic risk assessment and review of the security measures to make certain they continue to protect your private data.

New & Improved Intrusion Prevention Systems

Intrusion detection systems and intrusion prevention systems are two security technologies that can help to protect and secure private information on your network. While IDS and IPS have been around for some time now, there are some emerging approaches that make the technologies stronger.

Corey White, a professional services consultant with Foundstone Professional Services, a division of McAfee, describes the evolution from IDS to IPS: "The problem with [IDS] is that the attack is already successful, if it is not a false positive. IDS solutions are not proactive; they are reactive in nature and do not prevent attack. Most vendors have changed their approach toward IPS solutions recently. Intrusion prevention simply makes sense in comparison to just detecting an attack occurred. By the time the administrator is alerted, your company jewels are gone."

John Vecchi, senior product marketing manager for McAfee's IntruShield, points out that aside from the transition from pure detection, as in an IDS, to a proactive response and remediation, as in an IPS, there are also some other recent changes.

"We've seen IPS technology and customer needs evolve significantly over the past few years. Major evolutionary shifts in the technology have included the need for purpose-built network IPS appliances, as opposed to PC-based, to deliver the kind of processing power and performance required for deploying the technology in high-bandwidth, mission-critical enterprise environments with very low latency."

There has been a convergence of network security technologies to provide multifunction appliances that include IDS/IPS, as well as firewall, content-filtering, antivirus, or other security functionality. The challenge is providing adequate security in a single device without impacting the overall bandwidth or processing speed of the appliance.

As the technology has evolved and improved, the focus has also shifted some, according to Vecchi. "The need to protect [the] traditional network perimeter [has] broadened to the need for broad deployment—perimeter, core, branch, [and] B2B—and the need for product functionality [has] broadened to the need for vendor security credibility/competency and long-term viability."

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A Private Matter

Are Policies Enough To Protect Personal Or Sensitive Information?

by Douglas Schweitzer, Sc.D.

• • •

ANY COMPANY WITH A Web site should consider publishing a public policy that addresses the protection of personal data submitted by Web site visitors or others submitting potentially sensitive information. The same need for a privacy policy applies to monitoring employee computer use in the workplace. When employees take legal action against their employer for monitoring, they usually do so under invasion of privacy actions.

To help prevent this type of (sometimes costly) lawsuit, employers need to establish a privacy policy and make certain it specifically addresses all important, pertinent issues, including any special legal requirements that may be applicable to a particular business. With no policy in place, individual employees are left to decide whether to take any account of privacy, and a free-for-all can ensue.

Everyone's Business

Privacy is an individual's right to control his personal information. When it comes to issues of computer usage, many fear the misuse of such personal information.

"In a nutshell, the policy needs to explain what the company—meaning the body corporate, ideally including all employees, consultants/contractors, and business partners who come into contact with submitted information—does with the information it collects and formally confirm that appropriate security measures are employed to protect the information against inappropriate use or disclosure," says Dr. Gary Hinson, CEO of independent consulting firm IsecT.

It is important that people's private information is kept secure and that those who have access to it understand their duty of care. There is also the importance of customer information to the company itself. This can sometimes be the main "worth" of the company and as such needs to be protected.

Hinson, the creator of NoticeBored security awareness products, says there are plenty of examples available on the Web to use as templates for creating privacy policies, although companies would be well advised to seek the approval of legal and marketing professionals before publishing their own. Some useful resources are the Direct Marketing Association's free Web application to generate your own privacy policy (www.the-dma.org/privacy/creating.shtml) and the P3P (Platform for Privacy Preferences Project) initiative to promote machine-readable Web site privacy policies (www.w3.org/P3P/introduc tion.html).

Create The Policy

To publish a policy, senior management has to consider the issue first and then write and issue the policy, checking to see that it is appropriate. Management review and approval are valuable exercises. Policies are the starting point for formal controls imposed or mandated by management. Because this can be difficult for smaller companies to regulate, management should extend this responsibility company-wide.

When it comes to the policies themselves, plain-English privacy policies are generally recommended, but an additional level of sophistication is available through machine-readable (XML-encoded) privacy policies. These are primarily for the benefit of visitors using privacy-enabled browsers capable of blocking or permitting access to certain types of Web sites according to their privacy policies. For more information, see www.p3pwriter.com/Privacy_Policy_FAQ.asp.

Internal corporate privacy policies are another matter. "Practically all organizations handle sensitive personal data, for example information on their employees. There are clearly information security aspects to the collection, storage, processing, and disclosure of such information that should be covered by a range of internal information security policies and controls," says Hinson.

Hinson adds that the formal manner of developing these is to conduct a risk assessment; review and document the security requirements for personal and perhaps other forms of sensitive data; and then design, develop, document, implement, and manage a suitable set of controls. The shortcut/action-oriented/priority method starts by protecting the most sensitive types of information against unauthorized access, gradually working down to the least sensitive. In both cases management should clarify suitable policies.

Key Policy Elements

Computer-use and/or privacy policies should only be used to achieve specific company goals, such as stopping release of sensitive information, prohibiting copyright infringement, addressing specific privacy issues, and ensuring that employees do not use company computers to create a hostile work environment for others.

According to GAO's analysis of recommended computer-use policies, the key elements of your policy should include:

- Statements that company computing systems are provided as tools for business and all information created, accessed, or stored using these systems is the property of the company and subject to monitoring, auditing, or review
- The improper Employee Uses Statements, indicating that certain uses of company computers are inappropriate, including specific notice banning offensive materials (for example, obscenity, sexual content, racial slurs, derogation of people's personal characteristics, and language) and relating email and Internet use to general prohibitions of harassment
- Allowable Employee Uses Statements explaining proper or acceptable uses of company systems, including whether personal use is permitted
- Protecting Sensitive Company Information Statements providing instructions for handling proprietary information on company systems
- Disciplinary Action Statements stating that there are penalties and disciplinary actions for violations of company usage policy
- An Employee Acknowledgement of Policy Statement requiring that employees demonstrate they understand the company policy and acknowledge their responsibility to adhere to that policy

Data Protection Acts

In his July 11, 2001, testimony before the Committee on Commerce, Science and Transportation of the U.S. Senate, Marc Rotenberg, executive director of the Electronic Privacy Information Center, said, "In poll after poll, the public has made clear that it is concerned about the loss of personal privacy and that it believes it is appropriate and necessary for the government to act." There are several acts, such as California's SB 1386, that address privacy concerns.

European countries, for example, have adopted into law the basic rights of individuals to restrict the ways in which information about them may be used or communicated to third parties. "In effect, individuals [data subjects] 'own' their personal data. This is fundamentally different to the traditional North American approach where, in effect, organizations that hold or process personal data 'own' it. Openly inviting visitors to opt-in to marketing communications, and of course complying with their wishes, is one way to satisfy both requirements. 'Informed opt-in' is therefore a conventional part of most privacy policies in practice," says IsecT CEO Dr. Gary Hinson.

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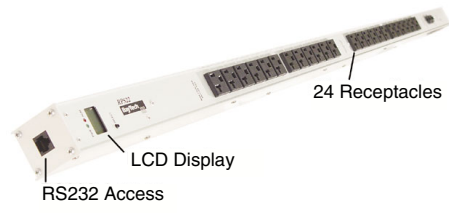

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Going Small For Big Security Solutions

Smaller, More Focused Vendors Are Sometimes The Best Bet

by Bruce Gain

• • •

THE TOP-GUN SECURITY and privacy solution providers are almost always the most visible, but that doesn't necessarily make them better. Sometimes the smaller guy can offer a superior fit for what you need.

In many cases small security product and service vendors say they can offer small to medium-sized enterprises solutions that larger firms just don't have. Besides an often one-size-fits-all approach, a smaller firm also has more leeway to adapt its solutions to the particular needs of your problem and react more quickly to your needs, they say.

"From a general perspective, large security firms' offerings are often too comprehensive, too large, and too complex for the average SME, especially when you start getting into compliance-oriented solutions," says Ross Armstrong, Info-Tech Research Group analyst. (*Disclosure: Info-Tech analysts write a twice-monthly column for* Processor.)

In this article, we take a look at several firms that, while relatively small, have already begun to carve a niche for network security and privacy applications. While the sector has probably only started to grow, some of the companies we looked at have also probably just begun to grow, as well.

AirDefense™

AirDefense's Battle For Your Wireless Protection

So what specifically might a small security solutions provider offer that a larger player might not be able to provide? In the wireless sector, for example, AirDefense says it is more in tune with its customers' needs.

"Bigger organizations don't necessarily understand what their customers are trying to do," says Richard Rushing, CTO for AirDefense. "When the customer says, 'I need this,' it's really a question of taking a step back and asking, 'What is it really that you are trying to do to make you think that you really need this?'"

Smaller firms are also better equipped to implement technology faster than the larger companies, Rushing says. "It is the nature of a smaller organization. We have about 37 developers. When we see something that pops up, we say we need to write this, and it's done in a day because we can concentrate on [the task]," he says. "If you are a big organization, things sometimes take a long, long time to do."

In April AirDefense launched a commercial-grade Bluetooth-monitoring solution called Bluewatch for PDAs. The application is designed to help identify rogue and detect insecure Bluetooth devices wirelessly by illustrating connectivity between different devices and pinpointing services available on each device, including network access, fax, and audio gateway. The device is designed to prevent black-hat hackers from stealing users' calendars, contact lists, email, or text messages with a Bluetooth connection.

AirDefense BlueWatch is part of the AirDefense family of products, which provides wireless intrusion prevention that identifies wireless activities of 802.11, as well as Bluetooth connections. The company's flagship product, AirDefense Enterprise, uses distributed sensors to monitor the airwaves and communicate back to a central server appliance.

e·DMZ SECURITY

e-DMZ's Niche

e-DMZ Security says its co-managed firewall and intrusion detection services for high-risk financial services, pharmaceutical, and industrial networks represent niche offerings that are hard to find anywhere else from a third party, especially from a large firm.

In general you are going to get a lot more interaction directly

with the developer, compared to what a larger firm might offer, Kris Zupan, CEO of e-DMZ, says. "There are fewer people involved," he says.

e-DMZ's flagship products, eGuardPost and PAR (Password Auto Repository), address specific key-logging and password depository problems that you probably will never find from a large solutions provider, Zupan says. "These products are niche from the perspective that they are not enterprise identity or authentication systems and a lot of times, because they are ones that [don't address] large, global problems, the big companies don't put a solution out there."

e-DMZ's eGuardPost software allows you to register all key strokes and activity between different systems and a remote server. The software lets you play back the keystrokes and see the effects on the system, eliminating the need to visualize and imagine the commands. Encryption protects data from the client to eGuardPost and from eGuardPost to the target system. Support security protocols include SSH, VNC (Virtual Network Computing), and RDP (Remote Desktop Protocol). Encryption is supported for connections from the client to eGuardPost and from eGuardPost to the target systems. The software is especially applicable to recording the use of sensitive data by third-party vendors, the company says, so that the reviewer can see the activity in the same fashion as the original user, instead of trying to reconstruct events from the audit logs.

e-DMZ Security's PAR allows for individual accountability, dual control, and an audit trail for the changing and release of shared administrative IDs, such as Root on Unix and Administrator on Windows. A command-line interface functionality included in PAR allows customers to integrate PAR with their existing systems' management tools (such as patch management or vulnerability assessment) or to finally remove hard-coded passwords from scripts.

CAYMAS SYSTEMS

Caymas' Total Web Application Access

Caymas says it has successfully carved out a niche with identity-driven access gateways that it says are the only solutions that support hundreds to thousands of internal and remote users, devices, and resources on a single platform. Caymas' technology, the company says, allows its products to tie access control and security decisions to the identity of users, devices, and resources.

Caymas' recently introduced Web Relay, for example, enables customers to have universal access to Web-based interface resources. With an increasing number of business applications moving to Web platforms, there is a need for SSL VPN solutions to provide access without making changes or imposing client-based access methods. Traditional SSL VPNs require URL rewriting to provide clientless access, causing sophisticated Web applications to break, the company says. When Web applications are not supported, traditional SSL VPNs fall back to access methods requiring a client to be installed, eliminating the main business benefit of SSL VPNs. Caymas' Web Relay guarantees clientless access to any Web application, with no URL rewrite or client software required, the company claims.

"Businesses are expanding their use of Web-based applications, and more and more applications are becoming Web-enabled," says Jason Wright, an analyst for Frost and Sullivan. "Solutions that make Web application access easier for enterprise IT managers and end users alike represent a positive direction for the industry."

SENSORY NETWORKS

Sensory Networks

IT admins are well acquainted with dedicated central unit processors and graphics processors for PCs and servers, but now security applications increasingly demand hardware solutions based on dedicated processors, as well. Formed less than three years ago, Sensory Networks says its recently introduced NodalCore-X processor offers a pattern-matching engine and a memory architecture that the company says gives a 20 times boost to antivirus, spam filtering, anti-spyware, and other operations. You'll find NodalCore-X processors, which the company recently revamped to offer a wider range of memory architectures and external bus standards, in PCI cards. The processors include a multichannel DMA controller for high-speed data transfer to and from host memory.

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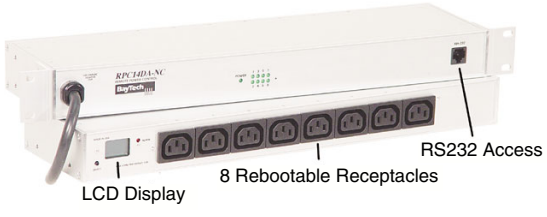

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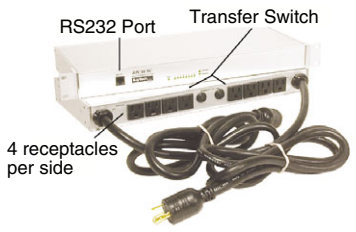

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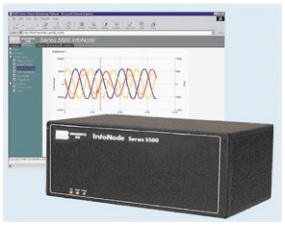

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PRODUCT RELEASES

ADAPTERS, CONTROLLERS & NETWORK INTERFACE CARDS

■ **Alacritech** announced the SES2000 family of iSCSI controllers for Windows-based servers. The new SES2000 host bus adapters feature Alacritech's proprietary SLIC Technology, which offloads network protocol processing for better performance and scalable 10Gb networking. Available in both copper and fiber models, the PCI-X SES2001 and SES2002 feature one and two ports respectively. The SES2001XT (copper) has a suggested retail price of $599, while the SES2002XT (copper) has a suggested retail price of $879.

• • • • •

■ **Cypress** has announced the EZ-USB NX2LP family of Hi-Speed USB controllers. These controllers use relatively little power, often as little as 50% of what other controllers consume. The power efficiency allows many devices to operate off the USB port, without any additional power supply. It can also increase the battery life of devices that require a battery when connected. The NX2LP family is designed to work together with the EZ-USB FX2LP programmable controllers.

BACKUP

■ **ADIC** released the Pathlight VX 450, which is a disk-based backup device that delivers enterprise-level security to mid-range data centers with less than 5TB of primary data. The Pathlight VX 450 features integrated tape support, the capacity for up to 20 virtual drives, 4.2TB of usable disk capacity, and 0.5TB-per-hour throughput. The device also comes with two years of onsite service from ADIC.

• • • • •

■ **EVault** has some new products and services to show off. First up is version 5 of EVault InfoStage ($16,000), software for disk-to-disk backup to and recovery from a central server. EVault Protect, meanwhile, is an encrypted, off-site backup and recovery service. Its pricing depends upon the amount of storage used each month and the length of the service contract.

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■ **LiveVault** introduced the Linux and Unix (Sun Solaris) version of its InControl disk-based online backup and recovery product. LiveVault designed InControl for remote office server backups. InControl features centralized management and lets administrators automate unattended scheduled backups. Other features include integrated backup, offsite storage, archiving and recovery, the optional LiveVault TurboRestore device, and Continuous Data Protection technology. LiveVault InControl also supports Microsoft server platforms.

CASES & CABLES

■ **Mohawk** launched the Plenum-Plus family of copper cables, manufactured with an enhanced Thermoplen LC jacket. This new cable jacket offers improved flexibility and reduced memory effect for reduced coiling. These cables meet NFPA standards for flame spread and smoke, making them fire-safe. In addition, Mohawk improved the jacket's ability to take color concentrates and printed symbols, eliminating the need for previously required hard-to-read marker tapes of traditional Limited Combustible constructions.

DATA COMMUNICATIONS

■ **ATTO Technology** released ATTO FibreBridge 2400, a 4Gb Fibre Channel-to-SCSI bridge. The FibreBridge 2400 is compatible with the Ultra320 SCSI protocol and can incorporate SCSI devices into a Fibre Channel network. The bridge has two 4Gb Fibre Channel host-interface ports and two independent Ultra320 SCSI interfaces. Features include the ExpressNAV Web-based GUI, SpeedWrite for faster backups, intelligent Bridging Architecture, and a real-time Event Log, which can log more than 2,000 events for up to 30 days.

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■ The Velocity-FS is a new WAFS appliance from **FineGround** that speeds up access to data center servers over WANs. It supports Microsoft Active Directory and NTLM rights management systems, as well as the DFS (Distributed File System). Pricing begins at $20,000.

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■ According to **Hawking Technologies**, the Hi-Gain Wireless-G Range Extender (HWUR54G) is the first 802.11b/g wireless range extender compatible with all wireless access points. Suitable for workgroup or enterprise needs, the HWUR54G receives a wireless signal from any access point and retransmits it at a higher rate, eliminating the need to rely on Ethernet cables for systems beyond the reach of existing wireless access points. Hawking boasts that the HWUR54G is among the simplest wireless repeaters to configure. The HWUR54G will be available for $99.

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■ The HyperJack 1000 is a new Gigabit PoE module in **Molex's** lineup. It's fully shielded and available in multiport configurations, such as 2x4 and 2x6. The IEEE 802.3af-compliant module supports 10/100Mbps connections, as well.

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■ **SMC** announced the availability of their latest range of ADSL2/2+ compliant routers. The SMC7904BRA and the SMC7904WBRA are the newest members of SMC's Barricade family. They were designed specifically to address demands for bandwidth to support high-demand applications such as digital media. The SMC7904WBRA offers not only a 2.4GHz 802.11g wireless access point, but also four 10/100 Mbps RJ45 ports and an RJ11 WAN port to connect to an ADSL line. SMC also announced the availability of the SMC7908VoWBRA. This is a wireless router with an integrated VoIP gateway.

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■ **ZyXEL Communications** announced the ES-4024A Layer 3+ intelligent managed switch, which supports enterprise-class switching and routing capabilities. Along with a 1U-height footprint for 19-inch chassis installation, the ES-4024A has 24 10/100Mbps RJ-45 ports and four GbE ports. It also has two 1000Mbps RJ-45 ports or two open SFP (Small Form-factor Pluggable) standard slots, and an optional dual-port GbE stacking module is available. According to ZyXEL, this stacking module can produce 12.8Gbps of nonblocking throughput. With VRRP (Virtual Redundant Routing Protocol), the ES-4024A provides routing redundancy and load balancing. Eight priority queues per port give the ES-4024A exceptional traffic management and QoS capabilities.

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PRODUCT RELEASES

Continued from Page 12

GRAPHICS & VIDEO

■ **Creative Labs** announced the WebCam Live! Ultra and WebCam Live! Ultra for Notebooks. These Web cams both have Hi-Speed USB connectivity and a wide-angle lens. The wide-angle lens provides a 76-degree field of view and has a focus ring. Both Web cams use a CCD rather than a CMOS for better low-light performance. The Live! Ultra camera rests on a flat surface or can attach to a flat-panel monitor. The Live! Ultra for Notebooks has a PowerGrip attachment to connect securely to a notebook's display. The cameras each carry a price of $99.99.

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■ **IOGEAR** launched its Dual View USB KVMP Switch, available with either two or four ports. PC- and Mac-compatible, the Dual View USB KVMP Switch lets users access and manage up to four dual-display computers with a USB keyboard (multimedia USB, Sun, and Mac keyboards are supported); USB mouse; and two VGA, SVGA, or multisync monitors. With the KVMP switch, multiple users can share USB peripherals, such as scanners, hard drives, and printers. Hot-pluggable functionality lets users easily add or remove additional computers. The two-port Dual View USB KVMP Switch is available for $249.95, and the four-port version costs $349.95.

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■ **TRENDware** added several new devices to its KVM line. The company has tailored the TRENDnet DVI KVM switches for flat-panel displays. The switch supports a keyboard, mouse, speakers, microphone, and a single monitor. The TRENDnet TK-EX2 is an extension kit that lets users control switches from 500 feet away via a CAT5 network cable. The TRENDnet TK-V200S and TK-V400S are two- and four-port video splitters, respectively. They support two to four monitors at 2,048 x 1,536.

MOTHERBOARDS

■ **AOpen's** i915GMm-HFS is a new mainboard that supports Intel's Pentium M mobile processor. The $300 i915GMm-HFS supports both DDR333 and DDR2-533 memory, as well as SATA RAID 0/1, 7.1-channel audio with S/PDIF I/O, and DVI using Intel's GMA 900 integrated graphics.

MOBILE COMPUTING

■ **Intermec Technologies** released the 730 I-Safe (Intrinsically Safe) device, which is a handheld, Microsoft Windows Mobile-based PDA for use in both hazardous and nonhazardous environments. The durable 730 I-Safe features integrated wireless LAN and Bluetooth for email, a full-color touchscreen display, numeric pad, and a barcode reader. The 730 I-Safe also features a Secure Digital card slot and a long-lasting Li-Ion battery.

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■ **palmOne** introduced the Tungsten E2, its latest handheld device. The E2 features a brighter display than the original Tungsten E. The screen has a 320 x 320 color display and better color saturations, as well as 32MB of flash memory with 26MB of actual storage capacity. This handheld also features Bluetooth wireless technology and comes with a 200MHz Intel XScale processor and 32MB of RAM. The palmOne Tungsten E2 is available with an MSRP of $249.

NOTEBOOKS

■ **MPC's** new Transport T2300 is a thin, light notebook with Intel's 915PM chipset and Centrino branding. The laptop features a 1.6GHz Pentium M 730 processor, 256MB of DDR2-533 memory (2GB maximum), and Gigabit Ethernet. Other notables include Intel Pro Wireless 2915 802.11a/b/g support and a biometric fingerprint scanner for user authentication. Prices are $1,949 (14.1-inch display) and $2,049 (15-inch).

POWER DISTRIBUTION SYSTEMS

■ A joint venture between **American Power Conversion** and **Rockwell Automation** has produced the Allen Bradley Bulletin 1609 Industrial AC UPS line. Intended for factory and heavy industrial operations, the 1609 UPS family delivers battery backup power to the control scheme's critical devices during power sags, dips, or interruptions. Suitable devices for 1609 UPSes include industrial PCs, PLCs (programmable logic controllers), and data-logging human/machine interfaces and control panels. All the products in the line have a 500VA capacity to provide about nine minutes of battery backup at full load. The 1609 UPS family also has several remote management options.

PRINTERS & SCANNERS

■ **Kyocera Mita America** released the KM-8030 and the KM-6030 monochrome multifunctional print, scan, and copy machines. With outputs of 80ppm and 60ppm respectively, the KM-8030 and KM-6030 MFPs also have high-end resolutions of 600 x 600 dpi, and 1,800 x 600 dpi (interpolated). The KM-8030 has an MSRP of $28,000, while the KM-6030's MSRP is $21,499. The company also introduced two new full-color printers, the FS-C5020N and the FS-C5030N, which deliver 17ppm and 26ppm, respectively. Both printers feature 500-sheet and 100-sheet paper trays and a 10/100Base TX Ethernet interface for connecting to a high-speed network. The FS-C5020N has an MSRP of $2,199, while the FS-C5030N's MSRP is $2,625. KMA also announced KYOcapture, a server-based document capture workflow middleware. Using custom keys on the device operation panel, KYOcapture lets the KM-3035, KM-4035, KM-5035, KM-6030, and KM-8030 MFPs capture, process, and route documents without additional components.

SECURITY

■ **Axiomtek** has announced the NA-1531, a network security appliance. This device is a security platform for VPNs, network bandwidth controllers, and firewall applications, as well as other security-related applications. The NA-1531 has a P4 processor of up to 3.4GHz, five Gigabit Ethernet ports, three Fast Ethernet ports, and LAN-bypass and BIOS-redirect-to-COM-port support. The appliance also has a CF-II slot and two Hi-Speed USB ports. Expansion is supported through one 64-bit PCI-X slot and one Mini PCI slot.

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■ **Emerson** is targeting its new leak-detection software at facility managers that want to monitor for water leaks near electronic equipment. The Liebert Liqui-tect Lead Detection System has two channels that can handle separate zones, each of which supports up to 5,000 feet of cable. The device includes an LCD and supports Liebert SiteScan Web. The system has a history log that holds records of up to 100 alarms at once. The Liqui-tect is available for $1,400.

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PRODUCT RELEASES

Continued from Page 13

■ **FullArmor** added a new program to its IntelliPolicy suite. The software publisher is targeting GPAnywhere 2.0 at admins that need to migrate from Windows NT and Netware to Active Directory. GPAnywhere is compatible with FullArmor IntelliPolicy For Clients and Microsoft Group Policy For Clients. The software locks Windows directories and features such as the Control Panel, Registry, and Run Feature. The software's installation process can automatically install GPAnywhere on the Local Group Policy Object, as long as it is on Win2000/XP machines. The management console is available for $1,250 and $6 per client.

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■ **Infocrossing** released the latest version of its email scanning software. MailWatch 5.0 scans inbound/outbound emails and filters unwanted or suspicious messages. The software includes an enhanced spam control feature. Infocrossing teams its own Threat Throttling with Symantec's Brightmail Anti-Spam program. Threat Throttling deceives spammers by displaying randomized acceptance patterns. MailWatch also includes antivirus layers and features that let administrators customize the program to meet their company's needs. Infocrossing is also expanding its processing Infrastructure (it is monitored 24 hours per day) and offers service-level guarantees for a variety of characteristics, including catch rate and accuracy rate.

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■ **Sophos** teamed up with **Secure Computing** to add Sophos's virus scanning technology to the Sidewinder G2 security appliance. The combination pairs Sophos' Genotype technology with Secure Computing's Application Defenses firewall. Sophos' virus scanning technology will provide integrated detection and disinfection of viruses, Trojans, and other malicious spyware. The Genotype technology is a new detection method that uses forensic analysis to identify suspicious patterns. The Sidewinder G2 is offered in eight models that range from $1,500 to $70,000.

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■ **Trend Micro** unveiled a line of products and services to thwart spyware at the enterprise level. Designed for Internet gateways, servers, and desktop systems, Trend Micro InterScan Web Security Suite blocks spyware from entering the network at the gateway and also halts outgoing communications containing private information. The Security Suite cleans existing spyware from impacted machines. Trend Micro also announced its Damage Cleanup Services, which automates spyware cleanup and system restoration on any server or desktop, regardless of whether the affected system has any installed antivirus software.

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■ **WildPackets** announced the Ethereal Decode Enabler. This networking utility was developed for use with EtherPeek, EtherPeek NX, EtherPeek VX voice analyzer, AiroPeek, AiroPeek NX, and the OmniPeek line of portable network analysis products. The Ethereal Decode Enabler allows users to decode packet displays to dissectors. This nonsupported freeware was designed specifically for developers, engineers, and IT staff. Engineers from WildPackets used open APIs found in the Peek software development kit to provide access to Ethereal decodes.

SOFTWARE

■ **Adobe** introduced the Linux version of its universal client software, Adobe Reader 7.0. Adobe Reader 7.0 is a free utility that lets users view, print, and navigate Adobe PDF files across most platforms. Acrobat 7.0 Professional lets users view and provide document reviews while letting administrators enforce security and control policies. Adobe Reader 7.0 for Linux supports several distributions, including Novell SuSE and Red Hat Linux.

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Monitor SysAdmin, Developer Access To Key Servers

e-DMZ Security Offers Control Through Its eGuardPost Appliance

by Daniel P. Dern

• • •

TO HELP ITS STAFF provide some of the company's security managed services, e-DMZ Security developed a version of a T-filter (think of a plumbing T connection) proxy to monitor and copy keystroke/mouse input and responses sent by an administrator or developer (not an end user) to a server.

This tool proved so useful that the company has released it as a product, its eGuardPost security management appliance, to give companies a control point for managing system administrator remote connections for protected environments.

eGuardPost captures a copy of commands sent to a given server, and its responses, for later playback. "This lets reviewers see what was done and its results on the system, eliminating the need to visualize the commands," says Kris Zupan, CEO/CTO of e-DMZ.

"Instead of doing a file-based comparison, which can be hard in a Windows environment, eGuardPost lets you track the session activity," says Zupan. This type of proxy monitoring has been available for financial systems on Unix. According to Zupan, "eGuardPost offers a similar type of control that also works for Windows systems."

Uses for eGuardPost include observing administrative connections, such as people doing remote support of servers. "Those are the highest-risk connections; your company is concerned about the auditability and accountability of what they've done, especially as more patch and vulnerability management is outsourced. Customers of MSSPs (Managed Security Service Providers) want better transparency into what's being done on their behalf," Zupan says.

"It's also useful for monitoring production support by developers. Because of the Sarbanes-Oxley Act, companies need a true accounting of everything a developer does to a production system," Zupan notes. "Or for monitoring process control environments, such as SCADA-type systems that control processes, . . . we provide an additional way to monitor, so there's a full accounting of everything that is done to a system."

SNAPSHOT

e-DMZ Security eGuardPost

Based on the number of concurrent administrative sessions, pricing starts at $9,950

e-DMZ Security's eGuardPost appliance can monitor administrator/developer interactions with servers to log, audit, and reconstruct changes

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eGuardPost differs from other forms of network monitoring in several ways. Zupan says, "The questions are, who can access a protected system, how, and who did and what did they do? Firewalls, especially ones that do authentication, can take care of who and how, only allowing certain sessions through. But firewalls don't answer 'what did they do?' And they can't stop an authorized person from making a mistake. eGuardPost lets you watch everything that's typed in and the results."

Security protocols supported (for monitoring) include SSH, VNC, and RDP. Connections between eGuardPost and the client and target systems can be encrypted. The eGuardPost appliance ships with a minimum of 130GB of disk space and creates daily encrypted backups, which it archives off-box.

Pricing for eGuardPost starts at $9,950 and is based on the number of concurrent administrative sessions.

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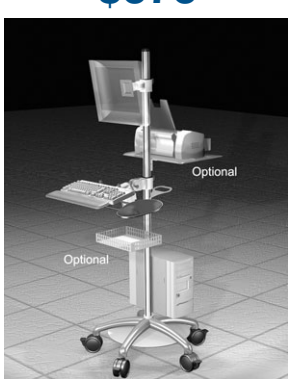

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PRODUCT RELEASES

Continued from Page 14

■ **ALT-N Technologies** released MDaemon 8.0, which introduces a range of new or improved features, including antivirus scanning, DomainKeys for protection against email fraud, updated spam and content filter tools, and more. MDaemon 8.0 also includes enhanced support for Alt-N's upcoming Outlook Connector 2.0.

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■ **Apple** announced the Mac OS X Server 10.4 Tiger, which includes more than 200 new features. OS X 10.4 is Unix-based and includes tools for Mac, Windows, and Linux clients. The latest version of OS X Server includes support for 64-bit applications, iChat Server, Weblog Server, and Xgrid. iChat Server uses SSL/TSL encryption and is compatible with Jabber open-source clients for Windows, Linux, and many PDA OSes. Weblog Server supports HTML, RSS, RSS2, RDF, and ATOM, as well as Open Directory, LDAP, and access-control lists. Blog templates are included. OS X Server 10.4 also includes Xgrid for distributed computing, assembling nodes, submitting jobs, and retrieving results.

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■ **CreekPath Systems** announced an SMI-S array module that supports SMIS and that is compliant with SMI-S 1.0.2. The device provides information about Risk Reduction, Cost Control, and Compliance/Asset Management. CreekPath will support SMI-S 1.1. Users will be able to handle multivendor and widely dispersed storage networks.

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■ **Lumeta** introduced ExportViewer, a new application within the company's flagship IPsonar software suite that streamlines and automates the integration of IPsonar with third-party security risk management applications. With ExportViewer, IPsonar users can automate the flow of network intelligence in order to protect business assets from security threats.

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■ **NTP Software** released QFS Compliance Vision, which the company says is the first horizontal application designed to give users insight and control of their data and environment from a compliance perspective. The application has five feature sets, including Overview, General Audit, Operational Audit, Detailed Investigation, and System Status.

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■ **Platespin** announced PowerRecon 1.0, a resource measurement application for capacity planning and server consolidation to virtual infrastructure. The product is designed for data centers of all sizes, which use the product to monitor inventory and to measure and record resource utilization levels of their servers remotely.

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■ **Spectra Logic** introduced its latest version of the BlueScale software environment for T-series libraries. This environment features Observatory, which uses a Web browser to customize a single screen to watch multiple libraries. This software also features throughput monitoring to allow administrators to fine-tune performance by viewing the tracked performance of a drive, partition, or library. BlueScale v9 also has online drive firmware upgrades to let users upgrade from anywhere in the world. Other features include integrated partitioning and SNMP AutoSupport alert notification, and guided configuration.

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■ **Sybase** introduced its new end-to-end radio frequency identification solution, RFID Enterprise. RFID Enterprise offers companies the ability to integrate data from RFID devices seamlessly with enterprise data management environments. This product allows companies to track and manage resources and products more effectively and fully integrate with their enterprise applications.

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■ OfficeScan 7.0, the latest version of **Trend Micro's** client/server threat protection software, has new spyware-blocking features. The software protects both stationary and mobile clients from a variety of malicious entities, including password-cracking applications, dialers, adware, and spyware. The software supports both 32- and 64-bit Windows Server versions, as well as Cisco Trust Agent. Trend Micro offers several editions of the security software: OfficeScan Client Edition, OfficeScan Server Edition, and OfficeScan Client/Server Edition are available in five-seat licenses for $35, $26.40, and $40 per seat, respectively. OfficeScan Anti-Spyware Suite is available in a five-seat license for $50.80 per seat.

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Go to Page 16, Column 1

Identify & Address Infrastructure Risks

Symantec Service Spots Vulnerabilities & Suggests Fixes

by Daniel P. Dern

• • •

FOR BUSINESSES concerned about the security and performance of their IT infrastructure—servers, networks, and desktop systems—Symantec now offers its Symantec Systems Continuity Service, which offers both an assessment to identify risks and prioritized recommendations to address them.

The service includes an audit of a company's IT infrastructure to identify security, network, and storage risks and follow-on services to help address them. The goals of the service are cost savings, greater IT uptime, and strategies and tools to maintain the improved IT efficiency.

The service then assesses the company's readiness to handle security breaches and maintain the availability of systems and data.

SNAPSHOT

Symantec Systems Continuity Service

Symantec charges $250 per hour per person for the service

Helps companies improve IT security and performance through infrastructure assessment to identify vulnerabilities and other concerns, followed by prioritized best-practices recommendations

(408) 517-8000
sea.symantec.com/continuity

The assessment provides a detailed software and storage gap analysis indicating the variance between the business' critical needs and current environments. The service also delivers a set of customized best practices to bridge the identified gaps in the company's security, systems, and storage needs.

In addition, SSCS delivers documentation of the system's procedures and security policies needed to meet industry and regulatory compliance requirements. SSCS addresses regulatory compliance for standards and regulations such as ISO 17799, Sarbanes-Oxley, E-SIGN, FFIEC, Gramm-Leach-Bliley, HIPAA, and more.

"We're bringing the security and availability pieces together," says Al Rocek, director of professional and education services for Symantec.

Either Symantec employees or third-party partners perform the service, using software from Palo Alto Software and also standard Symantec tools such as NetRecon.

For example, according to Rocek, "An audit may show that Microsoft's auto-update service is still enabled on some machines, which means there's no testing before updates are implemented. We'll recommend changes to those settings. Or it may show that firewall passwords are still set to defaults or that the network architecture is linear, and we'll suggest creating a DMZ and segmenting the network. In a physical walk-through, we may find discrepancies in the physical plan."

While individual tools are available elsewhere, Symantec's service is combining them, and the experts to run them and work with the results, into one package.

SSCS is for Win2000 and up, leading distributions of Linux, and (assessment only) Unix.

The new Symantec service is targeted at the medium-sized enterprise. MSRP for the service is $250 per hour per person, and the amount of time needed will depend on the number of systems involved and the nature of any issues found. For example, the cost of the assessment phase for a company with around 250 servers and 700 workstations might be in the $15,000 to $20,000 range, according to Symantec. P

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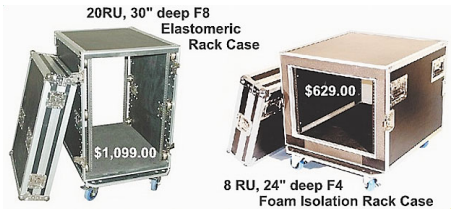
Virtual Booth 3488 • Virtual Product 1743



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PRODUCT RELEASES

Continued from Page 15

■ **TriCerat** launched Simplify Suite v4.0, touted as the first fully integrated and channel-ready suite of management tools for optimizing environments including Microsoft Terminal Serve and Citrix MetaFrame. This suite integrates four applications into a single console. The Simplify Printing feature incorporates driverless printing technology, allowing full-function printing on any printer. Simplify Lockdown creates a locked-down user environment to enhance security and system reliability. Simplify Profiles provides a personalized environment and creates a single point of control for administration. Finally, Simplify Resources automatically takes control of the allocation of CPU and memory resources when performance problems occur. Simplify Suite v4.0 is available for $2,999 per server.

STORAGE

■ **ATTO Technology** announced the Celerity FC-44ES, a 4Gb, quad-channel, Fibre Channel Storage Adapter with PCI-Express connectivity. The Celerity FC-44ES offers 2GBps throughput, ADS, and rates of up to 800MBps per channel. It supports HDTV, tape streaming and backup, rich content delivery, and complex database environments. The Celerity FC-44ES also supports the SNIA host adapter API. Drivers are available for Windows and Linux. The company also introduced the iPBridge 2700, which includes both iSCSI support and 4Gb Fibre Channel technology. The iPBridge 2700 can connect iSCSI and Fibre Channel devices and networks. ATTO Technology included support for many software initiators, such as ATTO's Mac OS X product and Microsoft iSCSI 1.0 and 2.0. The iPBridge 2700 also supports initiators from many NIC and iSCSI HBA vendors. The product also has levels 1 and 2 error recovery and Intel X-Scale 80331 technology.

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■ **Cisco Systems** introduced InterVSAN Routing with Network Address Translation to help users consolidate and share resources over heterogeneous SAN fabrics. Cisco also added native interoperability with QLogic blade server switches; IT professionals can deploy heterogeneous networks of QLogic and Cisco switches without using interop mode for either companies' devices. Cisco also added Fibre Channel NAT to its MDS 9000 SAN-OS 2.1, its most recent version of the OS for Cisco's MDS 9000 family of multilayer intelligent directors and fabric switches. With FC NAT, users can route between multivendor SANs without worrying about address limitations.

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■ **JMR** describes its new Fortra Turbo Storage System as the first triple-active RAID 6 system with both Fibre Channel and SATA support, as well as an integrated 2Gbps Fibre Channel switch. The system comprises a range of Disk Controller Modules, which use a virtual storage pool made up of Disk Enclosure Modules. The result is failover protection, flexibility, and speed.

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■ **Kanguru** is targeting professionals who need to transfer important data in a portable device with the Kanguru Zipper Pro. The 20GB, USB 2.0 hard drive boasts a swivel plug. Users plug the drive by swinging the swivel plug out of the side of the device. According to Kanguru, the device is sturdy enough to withstand shocks up to 1500Gs. The unit has a 4,200rpm hard drive instead of a flash drive and weighs 40 grams.

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■ Storage networking just got faster with a new combination of technologies at **Mellanox**. Using the company's InfiniBand Gold sockets direct protocol software, 10Gb InfiniBand interconnect, and Terrascale's TerraGrid software, Mellanox claims a 3X throughput increase over Gigabit Ethernet systems for clustered and grid computing applications sharing large volumes of data.

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Go to Page 17, Column 1

Search Quickly For Files In The LAN

File-O-Scope Provides Easier File-Finding

by John Brandon

• • •

FINDING INFORMATION ON a large corporate network takes time, something many IT employees lack. New desktop programs such as Yahoo! Desktop Search don't support fast LAN searches, and the WinXP network search function is slow and inefficient, especially during busy workdays. On a 200-computer network enterprise environment with several subnets, there's a great need for faster file searches as IT employees share more information remotely, archive more files to save disk space, and bury once-critical documents in long-forgotten directories.

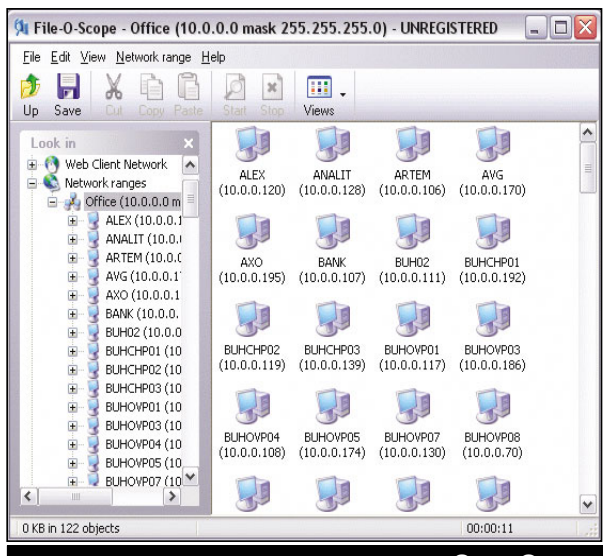
One powerful network search tool is File-O-Scope 1.4, an intuitive program that mimics the look and feel of Windows File Explorer—even offering drag-and-drop functionality. In just a few seconds, you can search an entire LAN for one particular document or perform multithreaded searches that run concurrently.

LAN administrators can configure scheduled searches that run overnight or during a lunch break, generating a CSV or XML file. Employees can search subdomains, subnets, and even a range of IP addresses. File-O-Scope lets users create an unlimited range or list of IP addresses and gives each list or range its own name. Advanced users can even use a HEX sentence search option. The program will also search ZIP, ARJ, and RAR files.

Network admins accountable for security threats on the network are able to quickly locate files that may pose a security threat, either because they contain a virus or spyware. "One of the ways to suppress dangerous activities on the network is to rapidly search for and localize any source of a security breach," says File-O-Scope's George Brink. "These threats enter the network via email, flash cards, and CDs and are often difficult to find on a large corporate network environment."

Paul Todd, senior analyst at Hydraulics Operations, appreciates that File-O-Scope does a network-wide search at once. "File-O-Scope gives me the ability to search easily my whole network instead of me having to do searches on an individual PC one at a time. It has greatly improved my productivity and ability to keep our company legal."

File-O-Scope is easier to use than IH Software's LAN Find (www.ihsoftware.net/LF). And Waterfall Soft's LANHunter (www.waterfallsoft.com/lanhunter) is a powerful search tool, but it doesn't search through archived files. File-O-Scope returns fast results, usually about 30 seconds for common document searches or eight to 20 minutes for a multithreaded search over an enterprise network of more than 200 computers.



SNAPSHOT

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PRODUCT RELEASES

Continued from Page 16

■ **nStor** announced the OneStor family of storage products that uses SAS technology to enhance performance. Products in the family include the OneStor 5200FA and the OneStore 5000AA. The 5200FA is an active/active, dual-controller SAS/SATA system. The 5000AA is a disk expansion unit. Units in the OneStor family come with Storview's built-in management monitoring software. Both the 5200FA and the 5000AA perform at a speed three times faster than a parallel SCSI. In order to keep up with necessary performance requirements for bandwidth hogs such as digital media, the 5200FA and the 5000AA take advantage of the 3GBps transfer rate the SAS architecture offers.

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■ **QLogic** announced QLogic SAN Pro, a line of products and programs tailored to the high-availability requirements of SAN administrators in the enterprise. New SAN Pro products unveiled at SNW include SANblade 4Gb Fibre Channel host bus adapters for PCI Express and PCI-X 1.0/2.0 server busses, SANbox 4Gb Fibre Channel switches, and SANsurfer Management Suite 4.1 software with stack management and configuration management capabilities.

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■ **Xtore** is targeting its two-drive Windows Storage Server 2003 NAS at small to midsized post-production companies that need storage for animation, duplication, nonlinear editing, and video capture. The device includes two 250GB hard drives and an Intel processor. The XN-10-T2S-5002-drive can upgrade to two 400GB drives.

TELEPHONY & VoIP

■ **RADCOM** released the P1000 Performer platform, a portable device that lets users troubleshoot cellular, data, and VoIP networks in the field. The system boasts RADCOM's GEAR analyzer processor and three hardware processors that let users test up to three lines at once. The P1000 supports analysis of ATM, LAN, Metro, PoS, and WAN networks and includes GPS and NTP capabilities. The system also includes two carrying handles.

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■ **Samsung** introduced the SCH-B200, its third satellite DMB (Digital Multimedia Broadcasting) phone. The B200 features a horizontal screen that allows users to view DMB services and multimedia functions easier. The screen is a 260,000, 2.2-inch wide LCD display. This DMB phone also has a 2MP camera and a TV-out function. The B200 has a large-capacity battery that allows users to view the screen continuously for more than three hours. Multimedia functions of the SCH-B200 include an MP3 player and video viewing.

WORKSTATIONS & DESKTOPS

■ **Dell** announced the Precision 380, an entry-level workstation featuring dual-core technology. Centered around the Intel Pentium 4 600, a Pentium Extreme Edition 64-bit dual-core processor with 2MB L2 cache, the Precision 380 features Intel's 955X Express chipset and supports up to four SATA II hard drives in RAID 0, 1, 5, and 10 configurations. With support for up to 8GB DDR2 ECC memory, Dell claims the workstation will let customers easily manage large data sets. The Precision 380 has a rack-mountable chassis, and its hardware will be able to support Microsoft Windows XP Professional x64.

MISCELLANEOUS

■ **3M** announced a new RFID solution to help libraries and businesses simplify check-in, check-out, and circulation management of CDs and DVDs. The company's system pairs a new type of CD8 RFID tag with a standard CD8 RFID, with one placed on the CD or DVD and the other on the jewel case. Software links the two for easy confirmation of proper matchup without the need to open the case.

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■ In an effort to assist ISVs, **Microsoft** announced its ISV Advisory Service, a global email- and phone-based consultation service. The ISV Advisory Service will offer development advice, code samples, application certification advice, limited design reviews, and online workshops to assist ISVs in developing solutions for their customers. Registered members of the Microsoft Empower for ISVs initiative can obtain up to 10 hours of support. Microsoft Certified Partners with ISV/Software Solutions Competency are eligible for 15 hours, and Microsoft Gold Certified Partners with ISV/Software Solutions Competency will receive 20 hours.

Accelerate Application Deployment Times

GoRemote Express Simplifies & Speeds Up The Installation Process

by Joe Lazzaro

• • •

IF YOU'RE RESPONSIBLE for running a network, application deployment and patch management are critical jobs that need to be performed with regularity, accuracy, and speed. Application deployment and patch management can consume large chunks of staff time and resources if done manually, and you avoid this vital task at the peril of your data and infrastructure.

To assist IT managers with this task, GoRemote Internet Communications recently entered the market with GoRemote Express, an automated software package for application deployment and patch management. According to the company, enterprises are better able to enforce security policies and decrease the deployment period from months to weeks by centrally managing deployments. Companies can use the package to enforce security policies for deploying operating system patches, antivirus definition files, security software, and other general application upgrades.

Using GoRemote involves clicking a URL sent to the desktop to start the process. Once launched, the downloaded file will complete the application deployment or patch installation without intervention. GoRemote can uninstall old applications, install new ones, and reboot machines after the process is complete. Once the end user clicks the link, the process runs automatically, requiring no user input, cutting out the potential for user error during the deployment. If the deployment is interrupted or halted for any reason, GoRemote can recover and resume the deployment at a later date.

GoRemote Express is managed, configured, and monitored through a Web portal interface, allowing IT staff to drive the deployment process from any browser-equipped workstation. Responsible IT staff can post patches and upgrades to be deployed, sending links to every desktop to kick-start the process.

GoRemote has real-time reporting capabilities, letting users view the installed applications on all desktop and notebook computers. In addition, users can see the applications' patch and update status. The report generator also determines which workstations have been updated, those that have not been updated, and which software packages and versions are loaded for inventory purposes and future purchases. Reports include the username, names of downloaded files, the date and time of the update, and the connection method.

SNAPSHOT

GoRemote Express

Simplifies installation processes, accelerates the deployment timeframe, and provides access to real-time reports

(408) 955-1920
www.goremote.com

GoRemote runs under Microsoft Windows, including Win98/2000/XP and Windows Server 2003. According to GoRemote Internet Communications, the main competition comes from Endpoint Policy Management from iPass. Endpoint Policy Management also handles application deployment and patch management and additionally supports the Windows NT, Windows 2000 Server, Palm OS, and Pocket PC operating systems. According to GoRemote Internet Communications, adding support for Palm and Pocket PC to GoRemote Express is slated for the first quarter of 2006.

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VoIP MARKET WATCH

What's Happening In The VoIP Marketplace

EACH WEEK, MarketWatch gives you a quick look at what's happening in a particular product market so you can make better decisions for your company. We interview industry analysts, product manufacturers, and other experts and combine their comments with the latest statistics and market outlooks for a well-rounded perspective. This week's focus is on VoIP.

by Sixto Ortiz Jr.

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As VoIP gains traction in the marketplace, businesses are beginning to look at the technology's security underpinnings. Like every young technology, VoIP has gone through a heady honeymoon period when no one worried about security and the technology's potential seemed limitless.

But as businesses and consumers embrace the technology in increasing numbers, practical concerns are beginning to take center stage.

Is VoIP secure? Or is this hot technology vulnerable to the same types of exploits that afflict other Internet-age technologies? This is one of the issues we take a look at as we explore the VoIP marketplace in early 2005.

VoIP Insecurity

It was only a matter of time before hackers and other Internet criminals discovered that VoIP can provide yet another uninvited entrance into private networks. The issue is getting enough attention in the industry that a new organization, called the Voice Over IP Security Alliance (VOIPSA), was formed in February 2005 to begin coordinating an industry-wide effort to counteract security threats to VoIP.

Charter members of VOIPSA include 3Com, Columbia University, Symantec, Avaya, Siemens, and others. The organization "aims to help organizations understand and avoid VoIP security risks" via the use of published materials, development of tools and methods for VoIP security, and the sponsorship of projects.

VOIPSA is currently undertaking two active projects: the creation of a threat taxonomy and glossary of terms and the development of user profiles and security requirements for guiding future work.

A 911 Emergency

Imagine discovering a fire raging out of control in your place of business. You reach for the phone, dial 911, and quickly reach a call-dispatch center in Denver. But, your business is in Houston!

Reliable 911 service is quickly becoming one of the key issues for VoIP. And the issue is just as pertinent for businesses as it is for home VoIP users; emergencies don't make distinctions between homes and businesses.

The central issue with 911 service and VoIP is the fact that VoIP providers do not have access to the 911 system. The only way for providers to get around this hurdle is to require customers to register the physical locations where they are using the service. In other words, if you call 911 using a VoIP line, the dispatcher at the other end of the line will not automatically know your location. In fact, you may reach a general call center and not a 911 dispatcher when you dial 911 using VoIP.

In an emergency, time wasted trying to reach the appropriate 911 personnel or explaining your exact location could mean the difference between life and death.

VoIP providers are trying to resolve the situation. For example, Vonage recently contacted all RBOCs (Regional Bell Operating Companies) to seek help in connecting Vonage's system to the 911 emergency network. So far, only SBC responded: It denied Vonage's request. Vonage is now contemplating asking the FCC for help.

Illinois Governor Rod Blagojevich wants to enact legislation that will force VoIP providers to offer "seamless 911 service" by Sept. 1, 2005. In Michigan Attorney General Mike Cox warned consumers that VoIP providers are not sufficiently warning consumers about VoIP's 911 limitations. And the Texas state Attorney General is suing Vonage because the company's lack of 911 service nearly cost a Houston couple their lives during a home invasion. When intruders entered the home, the couple's daughter was unable to contact 911 and finally ran to a neighbor's home to contact police.

Reliable 911 service is quickly becoming one of the key issues for VoIP. And the issue is just as pertinent for businesses as it is for home VoIP users.

Strange Competition

AOL, which is owned by Time Warner, began offering VoIP service to its subscribers on April 7, 2005. According to AOL's press release, the company plans to offer three levels of its AOL Internet Phone Service for current subscribers, priced at $13.99, $24.99, and $29.99 per month for the first three months and $18.99, $29.99, and $34.99 per month thereafter.

New subscribers will be able to get an introductory package that bundles the AOL VoIP service with a subscription to AOL's service over broadband for $29.99 per month for the first six months and $39.99 thereafter.

With the exception of the lowest-priced AOL Internet Phone Service plan, all plans include unlimited calling in the United States and Canada. The service will be available in 40 of AOL's major markets.

Other Market News

Computer Associates is now entering the VoIP marketplace via its April 7, 2005, acquisition of Concord Communications, a network management vendor. According to CA's press release, Concord's eHealth technology will be combined with CA's own Unicenter technology and become part of CA's new Enterprise Systems Management Business Unit.

Concord's own acquisitions of VoIP management technologies made the company an attractive target for CA. Also, IDC believes this acquisition continues the recent consolidation trend occurring within the network management market. This purchase indicates CA is getting into the VoIP game, if from the network management perspective. As VoIP gains marketshare in the corporate world, the need for network management applications that support VoIP will increase accordingly.

In other market news, Verizon recently launched a cheaper service plan for its VoiceWing VoIP service. The new plan gives customers 500 minutes of local and domestic long distance for $19.95 per month. This plan competes directly with Vonage's lower-priced calling plan, which also offers 500 monthly minutes for $14.99.

According to Verizon's press release, the company believes two types of customers exist for VoIP services: those who want the sophisticated online functionality and those who simply want to save money on their phone bills. To meet the needs of these two different markets, the company is launching the cheaper 500-minute-per-month calling plan.

Gaining Ground

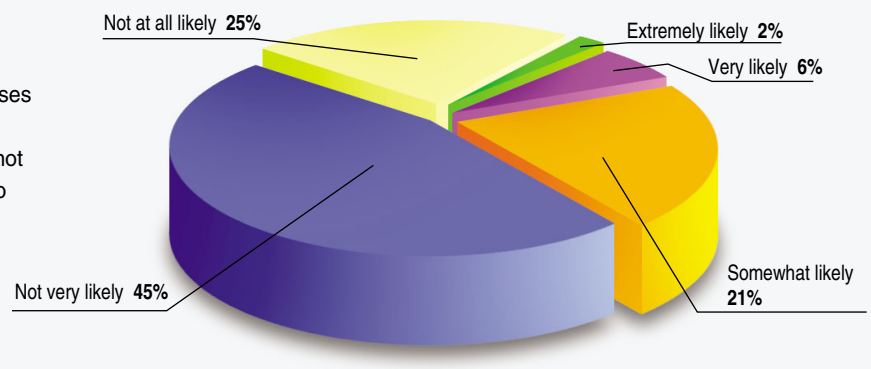
VoIP continues to gain momentum in the consumer, small to midsized business, and enterprise marketplaces. But the 911 issue and the possible threat of hacker attacks on VoIP networks are casting a pall on VoIP's otherwise rosy outlook. Both issues must be resolved so that consumers and businesses can gain the same level of confidence in VoIP networks that they have in the traditional telephone networks. Achieving anything less than complete equivalence to traditional telephone services is likely to stall VoIP's growth.

VoIP Adoption, Satisfaction & Savings

Room To Grow

Even though VoIP is widely thought to be taking off in the marketplace, 70% of businesses surveyed in a recent Harris Interactive survey are either not very likely or not at all likely to adopt VoIP.

Likelihood of Adopting VoIP (Businesses)



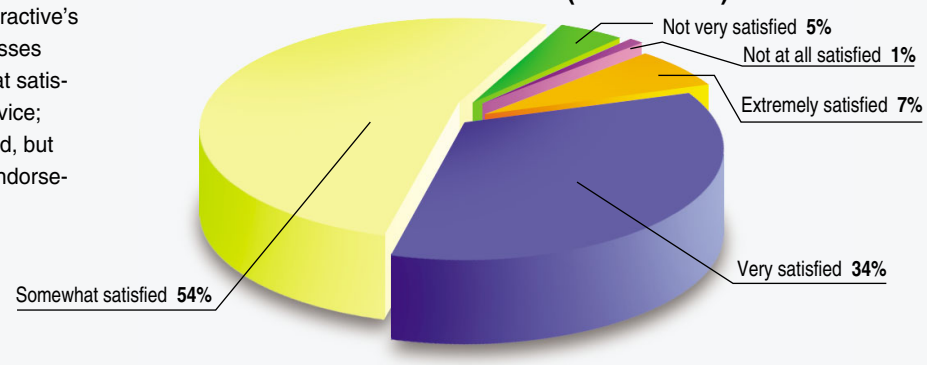
Source: Harris Interactive 2005 Telecommunications Report

*Numbers may not add up to 100% due to rounding

Room To Improve

According to Harris Interactive's findings, 54% of businesses surveyed are "somewhat satisfied" with their VoIP service; these results are not bad, but they are not a ringing endorsement of VoIP, either.

Satisfaction With VoIP (Businesses)



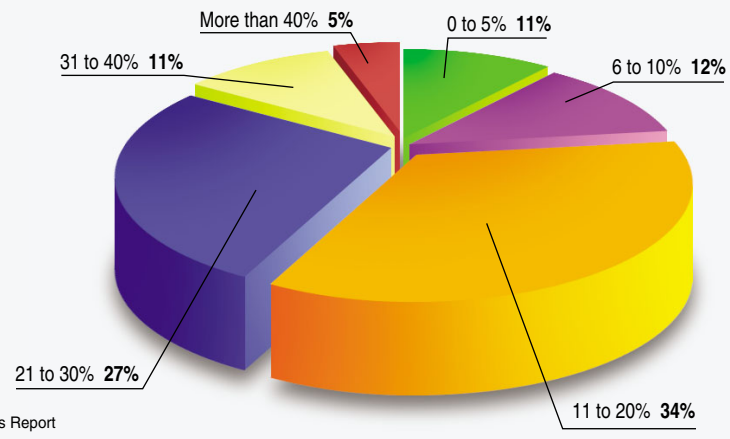
Source: Harris Interactive 2005 Telecommunications Report

*Numbers may not add up to 100% due to rounding

Businesses Look To VoIP For Savings

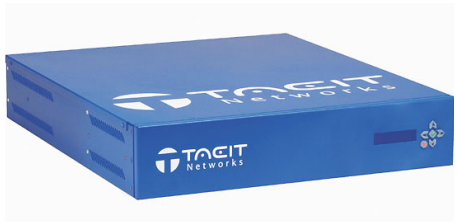
According to research collected by Harris Interactive, less than 50% of businesses adopting VoIP intend to recoup more than 20% in cost savings over traditional telephony solutions. Still, 34% of businesses surveyed do expect to capture savings in the 11% to 20% range, so businesses are adopting VoIP expecting to save some money.

Projected Cost Savings (Businesses)



Source: Harris Interactive 2005 Telecommunications Report

WAN File Services Appliance
Virtual Booth 3911 • Virtual Product 1782



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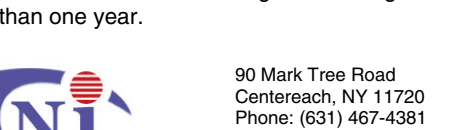

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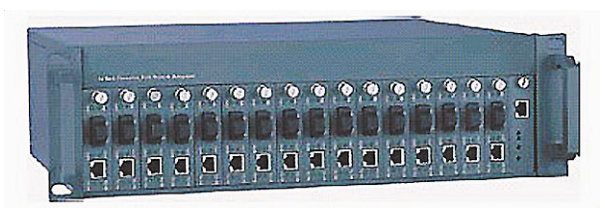

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OPINIONS
BENT • ON • STORAGE

Report From Phoenix

I attended the Storage Networking World Event in Phoenix last week. I saw old friends from the industry and met a few new ones. For a dyed-in-the-wool storage geek like me, this is a great show, offering both a stimulating social context as well as a chance to catch the buzz on new technologies and business trends.

One of the things I did this time was pay more attention to user group activities. It was a bit ironic that I was asked to leave one of the meetings because people were afraid that I might write about it and expose them to some unforeseen public ridicule, or worse yet, give them up to vendors. I promised that I wouldn't do it, but I do want to report on the grassroots movement that is taking place that can help people find others who are working or wrestling with storage networking technology.

StorageNetworking.org is a nonprofit initiative started at UCSD (University of California, San Diego) with sponsorship from ISIC (Information Storage Industry Center), the Storage Networking Industry Association, and the Alfred P. Sloan Foundation. Companies within the industry, including EMC and HP, are also providing financial support. All this means that the program is probably going to last awhile and that it's a good bet that if you get involved it won't be a waste of your time.

The organization was established with a strong university research orientation. One of its goals is to help create research programs specifically for network storage topics, including the possible creation of scholarships and graduate-level programs. The idea has merit and history behind it; the ISIC has been involved with a number of research projects in magnetic materials and disk drive technology.

For a dyed-in-the-wool storage geek like me, this is a great show.

The director of StorageNetworking.org is an affable, enthusiastic man by the name of Ron Durbin. Ron has been an unwavering supporter for the industry and his organization for several years. I first met Ron three years ago when I was teaching a class at UCSD. I admit that I had my doubts about their ability to generate enough interest for the organization, but I am very happy to see my concerns were unjustified.

The user groups organized through StorageNetworking.org are called "SNUGs" and are being organized in the following geographic regions in the United States: Boston/New England, California central valley, Chicago, Colorado front range, Houston, Jacksonville, Los Angeles, Minneapolis/St. Paul, New York, Orlando, Phoenix, Puget Sound, San Diego, Southeast Michigan, Silicon Valley, Sioux Falls/South Dakota, St. Louis, Tampa Bay, and Washington, D.C. In addition, SNUGs are also being formed in Toronto and Vancouver in Canada. If you are interested in finding out about any of these, or if you have an interest in forming a SNUG in your area (Atlanta, Dallas, Pittsburgh, Charlotte, Kansas City—are you out there?), go to www.storagenetworking.org.

The sorts of things you might expect from a SNUG meeting are a fairly small amount of organizational information and a lot of open interaction about storage topics from implementation experiences and tricks to frank discussions about vendor tactics. One of the great things about user group meetings is finding out that there are usually a lot of other people who share the same concerns and confusion that you do.

MARC FARLEY

BIO NOTES

Marc Farley is the author of "Building Storage Networks," the leading technology book in the field of storage networking. He is also the president of Building Storage, Inc., a company that provides consulting and educational services to the network storage and financial services industries. Farley regularly writes and speaks about storage networking technology and is an online expert for the SearchStorage Web site.

For what it's worth, the meetings are intended to be open to anybody, including vendors, but the vendors are not allowed to make sales presentations and take the floor to push their agendas. I'm told that sometimes vendors are asked to step out of the room for a short period of time while customer-side people get "chatty" on them.

Speaking of being chatty, I was surprised to hear that Nick Allen, the long-time storage industry analyst at Gartner, was fired. Many of you have probably read his reports, and some of you may have wondered what he was thinking on some of them. His refusal to mention Network Appliance in his presentations about the NAS industry was legendary. Network Appliance did not feel the need to subscribe to Gartner's services, and so Nick managed to ignore its market dominance as long as possible. Considering his stature as the senior storage analyst at Gartner, this blatant oversight was an embarrassment to the analyst community.

Not surprisingly, there was pent-up ill will involved when Nick went to meet with NetApp recently. Apparently things spilled over in a series of unfortunate events and veiled threats that eventually led to Nick's dismissal. He is not going to be missed by many, and there may be a bit of sadness in that, but Nick never tried very hard to be charming or friendly. I expect that the very competent Bob Passmore will fill Nick's shoes more than adequately. P

Send your comments to marc@processor.com

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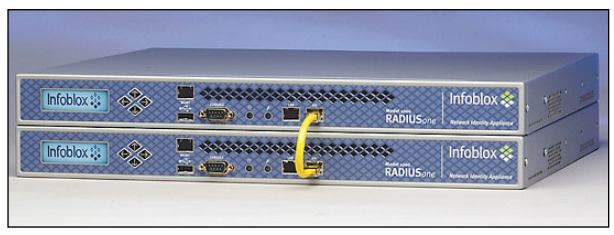

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OPINIONS
DATA • DEVELOPMENTS

Backing Up, Restoring & Rolling The Dice

I lost another hard drive last week—that makes two this month. It makes me realize that hard disks (nay, any kind of mechanical media) have a limited lifetime. As disks get larger, the amount of information at risk grows, as does the difficulty of finding some way to save what's important. What I really need is a wife who can double as an IT manager, so I don't have to worry about keeping my systems working smoothly and the data backed up and safe.

After this little scare I started looking around for better backup solutions. I have a license for Nero 6 Ultra, which can burn DVDs, and it did a reasonably good job of archiving my most important stuff. Now that's the rub isn't it? We back up what we think is important and leave the rest to chance knowing that we can rebuild the system if there's a major crash. Too bad more of us don't actually go through the process of recovering a system from scratch. It's not that easy—especially if you try to restore a system image to different hardware.

VPC & I Have Parted Ways

At the last Dev Connections conference, I knew that VPC and I were quits: It locked up too many times. After having seen a slimbay drive carrier for my ThinkPad, I decided that I could boot off a second Hitachi 7,500rpm drive with a demo version of XP, eliminating the need for VPC. I was able to build a base system very quickly using the ThinkPad Recovery CDs, but they did not include the latest XP SP2 or the dozens of Microsoft/IBM updates released since then. Fortunately, IBM has also been working on this issue. I discovered a (relatively) new program called the ThinkPad Software Installer. This puppy does what Windows Update does: It walks the Registry to see what IBM drivers are installed and shows you which drivers are out of date. It even checks the BIOS version and lets you choose which drivers to update—including the BIOS—all without having to touch (pretty much) anything.

Ghost Fails To Work—Again

Now that I had an image to work with, I (naturally) thought that Symantec Ghost would be able to back up the drive/partition and let me restore it. Ah, no. Although Ghost 9.0 could back up the partition (if the moon is in the right alignment), the restored version would not boot. I called the so-called support people and discovered (as many, many people have discovered) that their support staff in India is, well, terrible. They are barely understandable and can't seem to do anything but read a script or ask someone else for help. I wonder if they just phone back to the states for the hard questions. After hours on hold, I gave up and dug through Google and the IBM site for help. The bottom line: Ghost can't do it viably, reliably, or easily.

WILLIAM (BILL) VAUGHN

William (Bill) Vaughn is an industry-recognized author, mentor, and subject-matter expert with more than 30 years in the computing industry as a developer, manager, trainer, marketer, and writer. After 14 years at Microsoft, Vaughn stepped away to work on his new books, in addition to mentoring and leading training seminars. He's written six editions of the "Hitchhiker's Guide to Visual Basic and SQL Server" and two editions of "ADO.NET and ADO Examples and Best Practices for Visual Basic Programmers." He and Peter Blackburn just finished "Hitchhiker's Guide to SQL Server 2000 Reporting Services."

^ BIO NOTES

The IBM Backup/Restore Solution

After several days of frustration, I called IBM support and was connected to someone in Atlanta. Wow, what a difference! The IBM people were professional, smart(er), and made some great suggestions—in English—that I could understand. I described the problem, and they suggested IBM's own backup program. I didn't want to use it because it requires me to dedicate a big hunk (up to half) of my hard drive to the backup image. And what happens if I want to use another drive or the original drive fails? The support staff assured me that the new program (released in January) would be a far better solution.

I downloaded and installed the new IBM Rescue and Recovery beast (about 900MB). It couldn't have been much easier. There is a major problem with it, though. I pointed the application at my 120GB USB drive, and when I started the backup, it unceremoniously formatted it. I lost a ton of stuff—fortunately all backed up elsewhere. (I think.) I told IBM that the program should warn you twice that it's going to format the drive and require a note from your mom before proceeding, especially when it finds data on the target drive. They assured me that the new version now in testing (due out in July) fixes this problem. I sure hope so.

The Rescue and Recovery program also made the USB drive bootable. This means the next time the system is booted with the USB drive attached, the program (which is also integrated into the boot loader) boots into a recovery mode. This will be a lot easier than keeping a bootable CD (although that's still an option). If you press F11 when the system boots, it launches the R&R program from somewhere—without a drive being attached. I also restored my second drive with R&R, and it's fast—very fast. Where are those Ghost Busters when you need them? P

Send your comments to bill@processor.com

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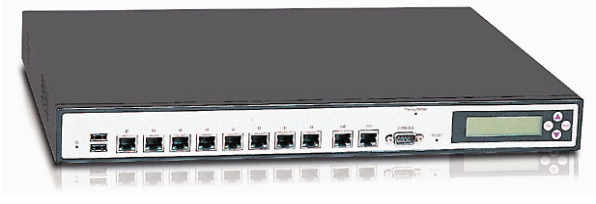

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OPINIONS

TECHSPERTISE: INSIDE THE IT MANAGER'S MIND

The Value Of Research

Research is not just for the marketing department anymore. More than ever, information technology managers need to pay more attention to tools that can help them collect stakeholder feedback. In addition to added pressures for ecommerce applications to generate sales, the explosion of available data is leading users to demand highly segmented, easily digestible information.

With so many IT departments strapped for resources, you need to avoid building and utilizing tools that, while cool, don't help your organization achieve business objectives. Good feedback helps the IT department be more responsive to users and focus on projects that deliver the most value.

Caring About Research

Competition and regulatory environments are causing companies to emphasize business cases. Want a new server? Do you have more than a vendor's brochure to show projected productivity gains and cost reductions? Sound research is the hallmark of good business cases. But there are other reasons IT managers should be interested in research.

At the end of 2004, CDW, a provider of technology solutions to business and government, surveyed a sample of IT decision makers to ask about their top concerns in 2005. Interestingly, the No. 1 concern had nothing to do with technology. Respondents said executive management gave them too many No. 1 priorities. A stakeholder survey can help prioritize projects according to value. With data in hand, you may have a strong argument to delay or kill low-value projects.

The purpose of internal customer surveys is not solely to find out what other groups feel about you. These methods can help you uncover valuable insight that can help determine the effectiveness of your department. The insight may help you anticipate future roadblocks or eliminate molehills before they become mountains. It is not just external customers you should interview: It is the sales department, marketing, operations, and anyone else you count among your users.

Focus groups and roundtable discussions are other great ways to help determine how effective your IT department is at serving the needs of its internal and external customers and partners.

CALVIN VASS

BIO NOTES

Calvin Vass is manager of corporate research for CDW. Vass has almost a decade of experience in sales, marketing, and market research in the IT industry. He has held posts in IT product and brand management, marketing operations, and strategy. His current role is to synthesize primary and secondary market research to guide the company's decision-making and strategy.

Research Tools Now More Accessible

The good news is that research tools are becoming more available and affordable. Web-based surveys are often the simplest means to gather data. Results are typically exported to a spreadsheet for analysis. If you don't have the resources to build a survey on your own, a number of companies can create one for you or provide you with a template. A simple Google or Yahoo! search can yield a number of firms offering these services.

Don't be too consumed by the number of people you survey (the sample size) each time, and you don't have to ask everyone every question. Getting snapshots can be very helpful. What you learn may suggest asking additional questions or asking the same questions to a broader audience. But strike a balance: You want to let people know you value their feedback, but you also can't bombard them with surveys all the time.

The emergence of blogs and wikis are also popular tools for accumulating feedback. Increasingly, these tools are easy to use and easy to customize. They may not always be scientific, but blogs are a great way for IT managers to keep tabs on how internal and external customers value their performance.

Eating Our Own Dog Food

CDW believes in the power of ongoing research because it allows you to customize how you deliver solutions to customers with many different needs. We conduct research because large businesses don't want to be treated like small ones and small companies typically aren't interested in solutions designed for large organizations.

Segmentation is also important from a vertical market perspective. In e-commerce Web sites, for example, the definition of easy to use varies from audience to audience. Research helps you place the right content in the right place. This is why CDW conducts a wide range of research programs year-round.

In one example, a recent snapshot survey revealed that IT managers are most interested in learning about spyware prevention and elimination. Remote access was second, followed by virtual private networks, VoIP, and broadband technologies. These results are far from startling, but they open the door to further questions about the pressing issues and concerns facing IT managers today.

Inaugural Column

The aim of these columns is to discuss issues and technologies that are important to IT managers. We'll share top concerns and frequently asked technology questions culled from the thousands of customer interactions we have each day. We'll also explore emerging trends, tips, lessons learned, and pitfalls to avoid. In addition, we invite you to send us topic suggestions you want to know more about. P

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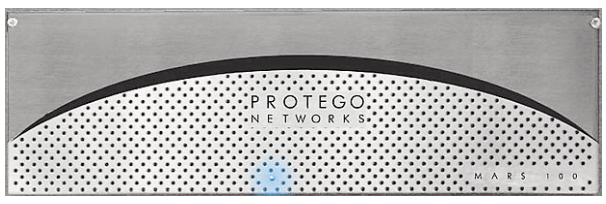

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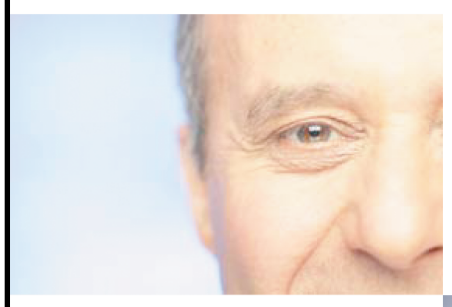

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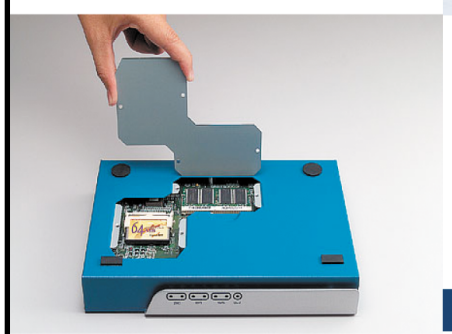

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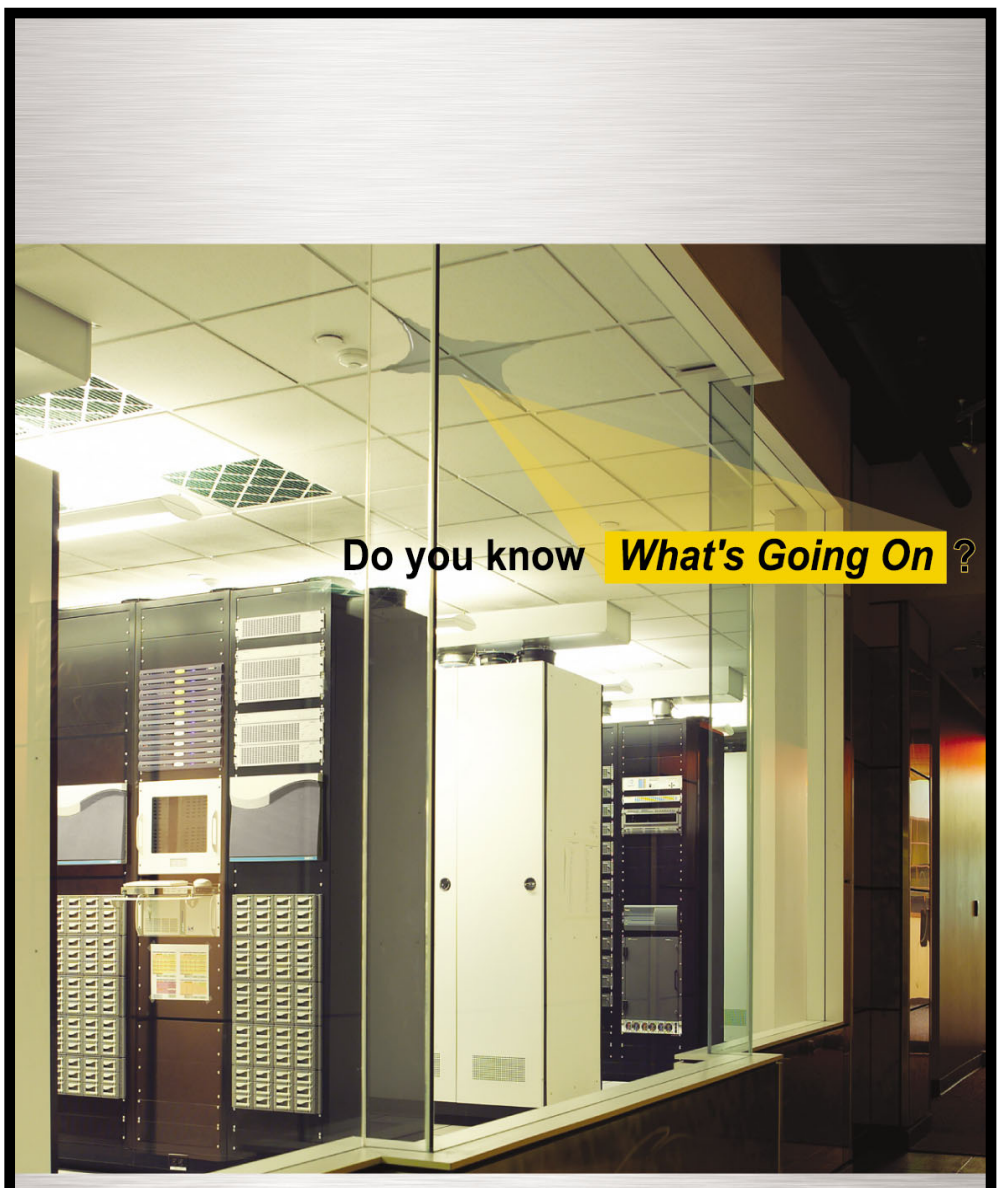

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No Longer Just A Simple Upgrade

Migrating From Windows 2000 To Windows 2003

by Sandra Kay Miller

• • •

MANY SMALL TO MEDIUM-SIZED enterprises are making the switch from Windows 2000 to 2003, and they are finding it is much more complicated than their past server upgrades. Many made the switch to Win2000 Server to take advantage of Active Directory's simplification of network administration and resource allocation. However, the proverbial thorn in the side of the current migration from Win2000 to Win2003 appears to be Microsoft Active Directory—so much so that there are a number of freely available migration tools to aid organizations making the switch.

Not So Simple

"Upgrading my servers used to be as simple as popping in the CD and following the wizards," says David Watson, IT administrator for a mid-sized electronics manufacturer. Despite administering his Windows network for several years, Watson chose to bring in an outside contractor to perform the migration. "I set up clones of my production servers in a lab environment to test Windows 2003 with all our applications and interfaces, but there was just so much additional stuff that had to be done to ensure a successful installation," says Watson.

Prior to upgrading, the Microsoft utility Adprep prepares Win2000 domains and forests to migrate to Windows Server 2003 by extending the schema, updating default security descriptors of selected objects, and adding new directory objects as needed for applications.

Unfortunately, this was one of the snags for Watson. "The utility itself creates problems on servers running Exchange 2000—something called 'object mangling.' Well, it mangled our migration attempts," laments Watson. Recognizing the issue, Microsoft issued a hotfix (Knowledge Base article 314649). Once the hotfix was applied, it was back to running Win2003 forestprep and domainprep in order to prepare the system for migration.

Extensive Preparation

Not only do IT shops have to physically prepare their systems for a Win2003 migration, they also have to consider extensive logistical planning—with migration being the key word. "Don't think of this as an upgrade," Watson warns.

Watson's contractor had to first establish a new domain controller and then migrate the residual domain controllers by demoting, reformatting, and reinstalling them. Additionally, the contractor needed to run a forestprep and domainprep utility for Exchange during the change.

Going It Alone

Many SMEs don't have the budget for calling in a pro for a Win2000 to Win2003 migration. The Blue Mountain Medical Group, a small physicians' practice with five offices, only had two people in its IT department. "We needed to make the change to Windows 2003 so we could take advantage of the enhanced security features for HIPAA compliance," explains Matt Davis.

Davis stresses that a successful migration to Win2003 hinges on having an in-depth knowledge of Active Directory and having it properly set up and configured on the Win2000 system prior to migration.

"Our saving grace was the Active Directory Migration Tool," says Davis. The ADMT is a freely available tool from Microsoft. Using the ADMT, Davis completed the migrations of domains, user accounts, profiles, and computers. Most importantly, the ADMT let Davis migrate system identifiers he frequently uses to track computers at various physical sites. Additionally, the ADMT helped Davis with password migration, SID-mapping files for security, and agent credentials.

"Basically, ADMT is a schema mover," explains Davis. This is extremely important during a Win2000 to Win2003 migration because of the lack of flexibility AD has in regards to making modifications to the schema.

The Security Factor

Similar to Davis' needs for regulatory compliance, security factors are driving SMEs to switch to Win2003. Concord Logistics moves millions of dollars of consumer goods through its trucking logistic centers in the Northeast. According to its IT director, Robin Travs, Win2000 isn't keeping pace with wireless communications and applications, such as GPS tracking and RFID supply chain, when it comes to security.

"We were specifically interested in the 802.1X support offered by Windows 2003," Travs says. Win2000 couldn't ensure that only trusted access points and switches could connect and exchange packets with Concord's internal network. Travs can also take advantage of Win2003 automatic key management, an issue he wrestled with before the migration.

SMEs have various reasons for making the switch from Windows 2000 to 2003, but overall, it boils down to Microsoft integrating the demands of the enterprise into a secure, manageable, and scalable server. Despite the difficulties and challenges faced during their migrations, Travs, Davis, and Watson are glad they made the change. P

Migration Tools

The following tools are available to help small to medium-sized enterprises complete a smooth and successful migration from Windows 2000 to Windows 2003.

Active Directory Migration Tool 2.0
Microsoft
www.microsoft.com/windows2000/downloads/tools/admt/default.asp

Migration Suite For Active Directory
Quest Software
www.quest.com

Intensive Care Utilities
Lieberman Software
www.lanicu.com

MigrateMagic
Tools4ever
www.tools4ever.com

IDEAL Migration
Pointdev
www.pointdev.com

Windows 2003 Migration Features & Improvements

The following are improvements and new features IT managers will find when they migrate from Windows 2000 to 2003.

Active Directory Improvements
Active Directory is fully integrated in Win2003 at the OS level and offers new features including cross-forest trusts, the capability to rename domains, and the ability to deactivate attributes and classes in the schema so that their definitions can be changed.

Clustering (Eight-Node Support)
Clustering lets multiple servers (nodes) remain in constant communication, which offers high availability and scalability for mission-critical applications, such as databases, messaging systems, and file and print services.

Command-Line Management
For system administrators who eschew GUIs, an improved command-line Win2003 offers is the WMI (Windows Management Instrumentation). This WMIC (WMI command-line) works with existing shells and utility commands and can be enhanced by scripts.

Group Policy Management Console
The GPMC builds the framework for managing Group Policy in Win2003. Using GPMC, small to medium-sized enterprises can better utilize Active Directory's management features.

Emergency Management Services
Network administrators can install and manage a computer without a monitor, VGA display adaptor, keyboard, or mouse using the Emergency Management Services. It can also be used for remote management and system recovery tasks when a server is inaccessible through the network or other standard remote-administration tools and methods.

Secure Wireless LAN (802.1X)
Advanced support for 802.1X includes authentication and encryption for physical access, dynamic key determination, and user authentication.

Which IT Skills To Keep In-house

The Decision Involves Numerous Factors

by David Weinstock and Curt Harler

• • •

When it comes to hiring IT functions, small to medium-sized enterprises would do well to look to the airlines. The personnel they hire, and work hardest to keep, fill vital, highly skilled functions such as pilots or navigators. The same holds true for MIS. Any top management or strategy function, or those positions with "analyst" at the end of the title, should be hired specifically to fill a niche. In addition, those who can transmit skills to others, no matter what position they hold in-house, are worthy hires.

Keep Competitive Advantage Home

SMEs are continually confronted with the twin-edged blade of cost control and operational efficiency. This is especially true when considering what kinds of people should be hired in-house and what tasks have to be put on the back burner.

Any business activity associated with a firm's competitive advantage is worth filling with hires, says Andrew Bartels, a Forrester senior research analyst. "Processes that are developmental should not be outsourced, but operational processes are another story," he says. Bartels thinks there are certain kinds of personnel who are key to data centers. "In general," he says, "people who can craft, teach, and coach are better to hire internally."

Don't yield to the temptation of trying to use consultants to perform these tasks. "Employees tend to view consultants as people who will be gone in 30 days, making them easy to ignore." Certain positions should be at the top of an SME's hiring queue, including network or systems analysts, operation research analysts, business requirement analysts, and any position that requires professionals who must identify problems and solutions.

Less important to hire directly, says Bartels, are programmers and support specialists. Similarly, security and storage are also areas that might not require in-house expertise but need attention just the same.

"As small businesses acquire networks, they become just as vulnerable as the big guys do," says Merle Sandler, a senior research analyst with IDC. Despite that, Sandler thinks network security and storage specialists are not priority hires for SMEs. Instead, she says, contractors are a preferable solution for these two functions. "Security appliances can be handled remotely," she says. "A local VAR will set things up."

Bartels agrees SMEs should not be thinking about security and storage as a necessary hiring decision. Consultants are a better choice than internal hires in security because their experience with various companies adds a lot of value to the solutions they will propose, he says.

Medium-sized enterprises are hard-pressed to justify hiring security or storage specialists, Sandler says. "Storage can be managed offsite, similar to offsite backup." Bartels thinks storage is the one data center activity that might be served offsite. "The key question for SMEs is, 'What is your capacity to manage additional hardware?' " If the answer is "Not much," then off-premise storage is worth consideration. Off-premise storage is a good strategy because disaster recovery systems may also be located offsite, he says.

How Important Is Scale?

Ken Brill is the chief executive officer of the knowledge community Uptime Institute. His clients—half of which are Fortune 50 companies—benchmark and share information about power and cooling infrastructure in data centers.

Uptime works with its clients to improve their availability by assuring their power and cooling systems have a minimum of downtime. By any measure, the institute would make a classic client for an IT outsourcing firm. And yet, Brill has gone to the IT hiring well repeatedly: 15 times in the last 10 years.

"The IT resources around here (near Santa Fe) stink," he says. "There aren't enough IT firms in the region to create a competitive hiring market."

Not surprisingly, Uptime's IT department consisted of one person who was a kind of jack-of-all-trades and a master of many. That individual handled the help desk, all hardware and software, and the network.

After Uptime studied its operation last year, it discovered its single IT person was spending 80% of his time on the help desk. This prompted Brill to add another person whose sole responsibility was the help desk. "Now the other person is a hardware/software specialist, and he is our CIO," he says.

Last year Brill sent Uptime's payroll and benefits outside the company. "I am no longer an employee of Uptime," he says. "My employees and I work for TriNet." TriNet, an HR outsourcer, helps smaller employers get better benefits for their employees and reduce their payroll costs by pooling company employees into a larger group.

Brill thinks larger firms can benefit from hiring outside help, but small to medium-sized enterprises will have a harder time than larger ones to gain the attention of someone who is not part of the in-house management team. That's why he wants those key functions filled on staff. "There is no free lunch," he says. "Outsourcers don't have the same vested interest in your success that you do."

It is his leeriness over the scale problem he perceives to be a part of the hiring/contracting question, coupled with the local IT employment market, that has kept Brill in the market for those key positions.

Certified Skills Pay Increases

Acquiring certifications can pay off in the long run. According to Foote Partners, IT professionals who have specialized certifications, such as the ones listed below for Cisco, received increased salaries.

RISING PAY: CERTIFIED SKILLS	6 Months % change 4Q 2004 vs. 2Q 2004	1 Year % change 4Q 2004 vs. 4Q 2003	2 Years % change 4Q 2004 vs. 4Q 2002
Cisco Certified Network Associate (CCNA)	14%	14%	0%
Cisco Certified Network Professional (CCNP)	11%	11%	0%
Cisco Certified Design Professional (CCDP)	10%	N/A	N/A
Cisco Certified Internetwork Expert (CCIE)	8%	30%	30%
Cisco Certified Enterprise Administrator (CCEA)	0%	10%	10%

Source: Foote Partners LLC (www.footepartners.com), 2004 Hot Technical Skills & Certifications Pay Index

Skills As Commodities

One way to look at jobs in the data center is to consider which skills are in demand and which ones are worth premium prices in the IT employment marketplace. The value of both certified and noncertified IT skills increased significantly last year after several years of decline, says David Foote, co-founder and chief research officer of Foote Partners, an IT research consultancy firm.

Foote's firm performs a quarterly market value study concerning 150 IT skills covering 46,000 North American and European workers. "At this time last year, skills pays were terrible," says Foote. "There were overall declines of 6% to 8%. But one year later, the pendulum has swung to the other side with increases of 1% to 4% in 2004."

Noncertified networking, internetworking, groupware, messaging, application development skills, and language skills are all on the rise in value paid. Database and Web/ecommerce skills are cycling downward in value.

Certified networking, systems administration and engineering, and applications development and programming languages are up in value. Beginner certifications, project management, and Web/Internet skills are down. The most significant gains in value, according to the Foote survey, seem to have accrued to communication skills, business process, and system management. This is no accident, says Foote.

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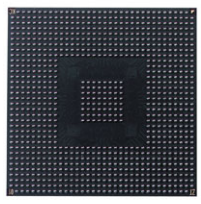

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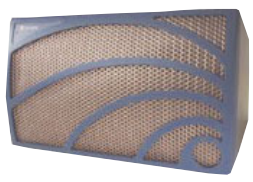

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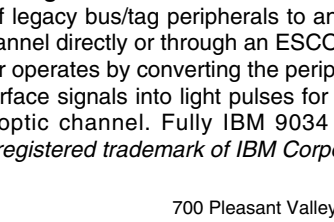

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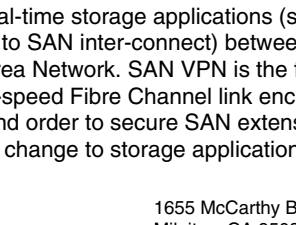

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campexpo.com

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June 7-9
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infocomm05.expoexchange.com

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Servers: Do You Buy Or Lease?

Either Option Meets Different IT Needs

by Ericka Chickowski

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When it comes to his servers, Kenneth McCardle would much prefer leasing to buying. "I prefer to lease equipment that becomes obsolete during a short time or equipment that has lots of moving parts," says McCardle, assistant vice president of Information Systems for Southern Farm Bureau Casualty Insurance. "There is not much in this industry that stays fresh past three years. When you have planned obsolescence like that and want to switch after 36 months, a lease is a much easier way to handle things."

McCardle says that leasing terms are so agreeable that organizations rarely have to pay more for premium equipment. As Southern District Director for the board of AITP (Association of IT Professionals), he often recommends that colleagues in the industry consider leasing.

Cash Flow

According to those who prefer leasing, the No. 1 reason leasing can be a boon is to do away with cash flow concerns. "In my industry, when natural catastrophes occur, it can set us back," McCardle says. "All of a sudden the CEO says 'Whoops, stop spending money,' which makes it more difficult to replace obsolete equipment. When you lease you don't have to worry about having a bad year and putting the brakes on replacing obsolete equipment."

Pat McGonigal, CFO at iHealth Technologies, agrees that lease terms help with cash flow issues. "We didn't look at the financing in terms of how much we could save but rather risk avoidance by keeping our cash on hand and paying over time," explains McGonigal.

iHealth handles health insurance claims editing and coding for insurance companies across the country. The business requires a sound server setup to handle intensive calculations as well as the security technology required to comply with HIPAA privacy regulations.

"For a growing company, cash flow is king. Our client arrangements are 'pay for performance,' so we must deliver value every day to sustain our economics," McGonigal says. "The lease terms made it attractive for us to spread the payments over three years, thereby aligning cash outflows with revenue inflows."

Server leases can also help maximize the effectiveness of money spent. Many small to medium-sized enterprises use smaller servers that have a higher technological refresh rate than even today's PCs. By forgoing the commitment of a purchase, a business can upgrade server muscle in a timely fashion without much additional cash outflow.

Uniformity

Another advantage to leasing, according to Keen Engineering, is the ability to standardize the IT environment without the upfront risk and cost of buying all the equipment from a single vendor. In addition to leasing servers from HP, Keen also leases PCs and printers from the company.

"Like most small to medium-sized businesses, we used to purchase our computer equipment based on the best price at the time of procurement," Phil Chapman, vice president of Finance for Keen Engineering, says, "Consequently, our IT infrastructure ended up containing a wide variety of different vendors' devices. As our growth rate started to accelerate, we were advised by our IT consultants to standardize and simplify the environment to help make ongoing support more efficient and cost effective."

Similarly, McGonigal explains that his lease with Sun gives iHealth the ability to swap out or add Sun equipment before his term was up. "Sun Finance gave us ultimate flexibility to add onto the lease, roll new equipment into the existing lease, and so on," he says.

Companies should examine the fine print of their terms before signing, however, because this flexibility is not always built into leasing contracts. Often it takes a bit of negotiation to allow for early swaps or upgrades without incurring heavy surcharges.

"You can lease newer, faster hardware for equal to or less than buying. You never have to ask to lower the budget."

- Kenneth McCardle, Southern Farm Bureau Casualty Insurance

If They've Got The Money, They'll Pay Cash

Despite McCardle's predilection for leasing equipment, Southern Farm Bureau Casualty Insurance prefers not to lease. "You can lease newer, faster hardware for equal to or less than buying," he says. "You never have to ask to lower the budget. No one questions that, with one exception."

McCardle is overruled in the leasing decision by the company CFO. The disagreement between him and the CFO underlines the main disadvantage of leasing. "When leasing you are betting on the residual value at the end of the lease, and there are usually finance charges attached to the price," McCardle says. "When you've got a lot of money on hand, such as in our case, most CFOs like to pay cash and not pay any more than they have to."

In essence, his CFO views leasing as a form of financing. Because the insurance industry is based on its own complicated financing deals, McCardle says the CFO prefers not to engage in "loans" if the company has the cash to pay. However, that can leave IT's hands tied in years such as these, when the insurance company has paid a large amount of money on hurricane claims and subsequently frozen much of his budget for new assets.

"Being the one trying to get the older equipment to play nice, I know that what they don't factor in is the cost of engaging a help desk," he says. "When things start breaking, they never break at opportune times. Especially if a server breaks, the disruption to the business day can be tremendous."

Another intangible that bean counters may forget to factor is the aggravation and cost of disposing of old equipment. These days charities are picky about what they accept from businesses, and it often costs money to get rid of old server equipment. But if it is a business case of cash vs. financing, most likely the CFO will hold more clout than the IT manager.

Other Factors For Purchase

CFOs will often overrule an IT department eager to lease servers if the equipment use will likely extend beyond three years. For example, if the business is looking at mainframe servers with a longer service life, it becomes financially beneficial to buy rather than lease. The general rule of thumb, as McCardle pointed out, is to buy if the equipment has a life beyond 36 months.

Another factor is the migration time between leases. A business needs to figure the length of migration into the lease time. Administrators tend to underestimate migration time, particularly for situations where they have leased multiple servers. Many businesses spend extra money at the end of the lease for late charges in connection with migration hassles, thereby eliminating a number of the financial benefits of leasing. Leaser beware.

10 Questions Before Leasing

The Equipment Leasing Association recommends businesses ask the following 10 questions before signing a lease. These questions take into account the "before, during, and after" stages of a lease.

Before

1. How am I planning to use this equipment?
2. Does the leasing representative understand my business and how this transaction helps me to do business?

During

3. What is the total lease payment, and are there any other costs that I could incur before the lease ends?
4. What happens if I want to change this lease or end the lease early?
5. How am I responsible if the equipment is damaged or destroyed?
6. What are my obligations for the equipment (such as insurance, taxes, and maintenance) during the lease?
7. Can I upgrade the equipment or add equipment under this lease?

After

8. What are my options at the end of the lease?
9. What are the procedures I must follow if I choose to return the equipment?
10. Are there any extra costs at the end of the lease?

Pros & Cons

Leasing Advantages

For tax purposes it is an expense rather than a depreciating asset.

It alleviates cash flow concerns.

SMEs can achieve a uniform environment with lower risk.

It's easier to swap obsolete servers and justify upgrades to bean counters.

Leasing Disadvantages

It is essentially a form of financing, with charges built into the monthly cost.

If you are locked into a lease, it can be difficult to upgrade earlier without eating the costs.

If you can use the server for longer than three years, it is sometimes more advantageous to buy it.

What's Happening

Updating Your Inoculations

Check Point Software Looks To The Future Of Attacks & Network Security

by Stephen J. Bigelow

• • •

IT PROFESSIONALS ARE FACED with the unenviable task of maintaining security across burgeoning corporate networks. They are subjected to increasingly demanding government regulation and beset by ever-more sophisticated attacks. The goals of maintaining easy accessibility for authorized users while preventing attacks and preserving the integrity of sensitive corporate data are not unattainable, but they are certainly elusive. And the pressure is mounting. Bill Jensen, product marketing manager at Check Point Software Technologies, says, "People are now dependent on the Internet for basic business processes, as well as email for communications. If the network goes down because of security issues, revenue and productivity are both directly affected."

Changing Paradigms

When asked about the changes taking place in network security today, Jensen immediately noted radical changes in the security devices used in today's networks. "We've seen an expansion or explosion of the number of security devices used on the network, to remote offices and inside the network. Management has become a huge issue as the number of devices expands."

Jensen is also quick to point out substantial changes in the type of security threats faced by today's networks. "First, the paradigm of security threats has changed from network-level attacks, such as DoS, to application-level attacks, such as worms. Attacks now come in disguised as legitimate traffic, and traditional firewalls are not equipped to stop these attacks." In addition, security is often lapsing because measures are often applied inconsistently as networks grow to enormous sizes. "Consistently applying security has become a huge challenge that is mandated by regulations such as Sarbanes-Oxley and HIPAA. As more devices are deployed, it has become very hard to manage these devices without some sort of centralized management." Without consistent security measures deployed equally across an enterprise, the probability of security breaches (resulting in data loss and company liability) increases dramatically.

Questionable Effectiveness

A large part of the security problem, says Jensen, is that while the threats have been changing and evolving, the basic tactics used to combat those threats have remained largely unchanged. "For an SME there is an emphasis on protecting at the perimeter—having a firewall in place—and then using antivirus [software] at the desktop." This strategy is not very effective. "For one thing, many of the firewalls used are not equipped to detect today's types of attacks," says Jensen.

Jensen argues that the use of IDS/IPS technologies to strengthen network security against application-level attacks may be adding complexity and management overhead that actually weakens a network's overall security. "But what happened is when they [IT departments] deployed these [IDS/IPS security appliances] as standalone devices, the configuration became very complex and didn't work very well with their existing security infrastructure. Now, they are looking to the firewall to stop it."

But a broader and more far-reaching issue—lack of a cohesive security strategy for the SME—also threatens network security. The problem is especially bad for mobile employees using laptops and PDAs. Jensen says, "The majority of SMEs have not produced an effective strategy for desktop security. How do you protect all the desktop and laptop computers beyond antivirus? We've seen increased traction from individuals placing personal firewalls (solutions they've purchased themselves) on their laptops, but not an increase in centralized management efforts for the SME. To effectively secure these laptops, the SMEs need to standardize and centrally manage these personal firewalls."

Looking Ahead

Even when IDS/IPS technologies are incorporated into firewall systems, the traditional perimeter approach to security is

simply inadequate to stem the tide of today's attacks. "Often these attacks are bypassing the perimeter via laptops; they get infected at home and then are brought into the internal network, setting the worms loose inside the secure area," notes Jensen. One of the emerging trends that Jensen has observed is an increasing awareness of internal security, as well as a renaissance in internal network security products. "That's why we're seeing an increased emphasis on protecting the internal network, and solutions are starting to appear to help with that. Focusing on internal security will also help with compliance efforts and improve the ability to stop internal security violations. In 2004 Check Point introduced InterSpect, the industry's first and only complete internal security solution, providing the deepest and most intelligent security available for safeguarding corporate networks from damaging cyber attacks that are introduced inside the network."

IT staff should also expect to see a consolidation in security products, allowing fewer products to supply greater functionality. Jensen explains, "We are seeing the consolidation of security products in the medium-sized business sector. They [administrators] are looking for a single solution that covers firewall, VPN, intrusion prevention, and antivirus. The reason for this is that they often do not have the IT resources (either people or money) to deploy best-of-breed solutions." And when it comes to the software vs. hardware argument, Jensen recognizes that the increasing popularity of security appliances must be carefully evaluated according to your environment and resources. "Appliances obviously offer organizations a lot, especially for branch offices. They make security simple to deploy in areas where you may not have IT staff. However, it comes at a price. Appliances by themselves do not offer the flexibility of software."

Finally, Jensen warns administrators to take added precautions against clear and present threats such as instant messaging. "Instant messaging is increasingly becoming a vector for attackers to target. Users often install IM without permission from their IT team, and attackers are finding vulnerabilities. That's why it's important that security solutions learn to identify and control IM traffic." He also emphasizes the importance of continuous security information and training for IT personnel. "They [IT staff] need continuous information on the threats that are appearing. This happens for the more sophisticated environments, but most of the time, IT staff members are so busy that they don't know about new threats until after something happens."

What's Next

Faster Optical Modulators Coming

OPTICAL MODULATORS ARE CRITICAL ELEMENTS of optical communications. These modulators break beams into the digital data streams that are carried between computers and buildings, states, and even countries. Eventually, advances in optical communication may even allow for quantum leaps of speed between computer components, even within individual chips. In the near-term, a major challenge for developers has been to create optical modulators that can reach and exceed the 10Gbps mark without resorting to exotic and expansive materials and technologies. Because photons are 250,000 times lighter than electrons, researchers expect optical communication technologies to eventually replace copper wiring, to allow for much faster networking and device communication than is possible today. Companies such as Intel and Primarion are racing to develop their products, but Luxtera, with technological assistance from the California Institute of Technology, has emerged with a silicon-based optical modulator that promises to support 10Gbps by late 2006 or early 2007.

IBM Now Renting Its Genes

ALTHOUGH UTILITY COMPUTING IS SPARKING a great deal of interest within the business community, the actual logistics of providing the processing power—and billing for that processing power—has proven to be a quandary to both providers and potential consumers. Still, industry heavyweights are testing the waters, offering up their services in hopes of coming to understand the best ways to approach the market.

IBM is certainly not a new player in this arena. Its Deep Computing Capacity on Demand project started in 2003, allowing for short-term computing utilization. IBM has several different computing platforms and OSes available, and now it has added its Blue Gene/L to the mix. This Linux system was originally developed to assist with life science research (such as protein formation). The Blue Gene/L packs 1,024 dual-core Power processors into a single rack. The cost is substantial, about $10,000 per week for just one eighth of the rack (128 processors). Competitors such as Sun Microsystems are also aggressively providing computing-on-demand services at rates of $1 per processor per hour. Science and research companies are the most enthusiastic consumers of these services at the moment, but interest is growing as more industries use computing power for increasingly intensive tasks (such as scouring complex sales data for elusive purchasing patterns).

Open Source Means More Service

TRADITIONAL SOFTWARE SALES rely on licensing fees as the principle source of revenue. Although this remains a viable model for many software developers, open-source software developers are faced with a unique dilemma: They cannot license software that is open-source. This often leaves developers without the sizable up-front licensing that is vital to survival. However, open-source software developers are finding alternative avenues to generate continuous revenue through the use of maintenance contracts, which include such services as installation, training, and regular software updates.

This is not a new idea, and large companies such as Oracle make more on product updates and support than on initial sales. What is changing is the introduction of smaller and more dynamic open-source developers in a far more competitive marketplace. New firms aren't just vying to support their own unique software but are actually able to compete against other software developers to support their open-source products. This is a potential boon for businesses that use open-source software because they will have access to a broader and more diverse array of software support resources, rather than being locked into a single software provider.

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In Our May 6 Issue:

It's difficult to keep up with the ever-evolving standards and technologies. Use the information in this issue to get caught up with what's happening in the areas of storage, networking, security, and wireless.

You'll also find:

- Overviews of several new email appliances
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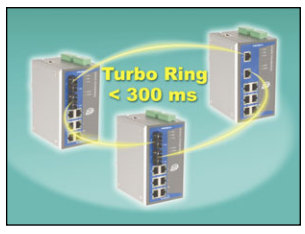

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Turnkey Wireless Solution
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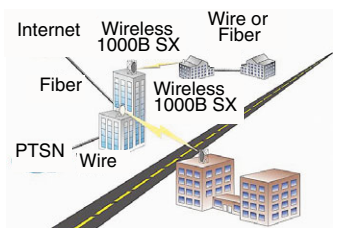

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WLAN Access Point
Virtual Booth 3761 • Virtual Product 1525

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Wireless Networking System
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WLAN Router
Virtual Booth 3761 • Virtual Product 1526

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BeaconMaster controllers are high-performance platforms that provide centralized intelligence for the Chantry WLAN solution. Each BeaconMaster is a full-functioning router that aggregates all access points-BeaconPoints as well as third-party access points-into what appears as individual, centrally managed IP subnets to the rest of the network.

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Wireless Outdoor Bridge
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WLAN Security Appliance
Virtual Booth 3841 • Virtual Product 1636

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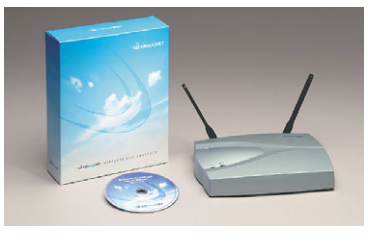
WLAN Security System
Virtual Booth 3690 • Virtual Product 1254



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- 3Ware 8port SATA Controller Card
- Western Digital 250GB 7200RPM hot-swap SATA drive with 8MB Cache
- 16x1" Hot-swap SATA drive bays
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- Kingston 1024MB DDR266 ECC Reg. RAM (2x512MB)
- 3Ware 12port SATA Controller Card
- Western Digital 250GB 7200RPM hot-swap SATA drive with 8MB Cache
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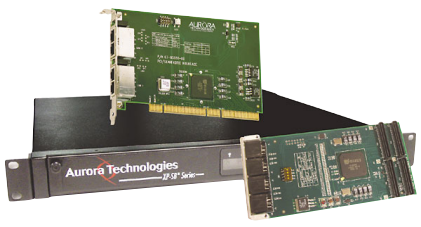
PCI Expansion System
Virtual Booth 3744 • Virtual Product 1454



The XP-SB Expansion System features PCI 2.2-compliant, 64-bit/66MHz slots and is compatible with cPCI, PCI, and VME host systems. It consists of a PCI or optional PMC host card and a 1U rackmount chassis housing two or three PCI slots. The XP-SB is ideal for industries that require maximum performance and continuous operation, such as telecom, military/defense, and industrial computing.

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PCI-SCI Adapter Card
Virtual Booth 4025 • Virtual Product 1964

D341
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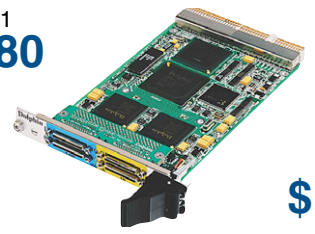

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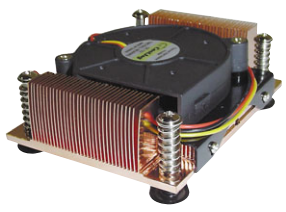
Server Cooling Solutions
Virtual Booth 3810 • Virtual Product 1720



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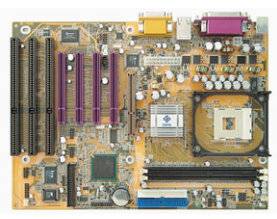
AMD Motherboards
Virtual Booth 3339 • Virtual Product 954



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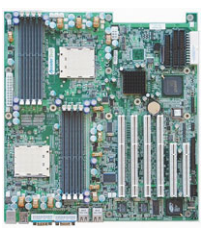
Dual AMD Opteron MB
Virtual Booth 3988 • Virtual Product 1923



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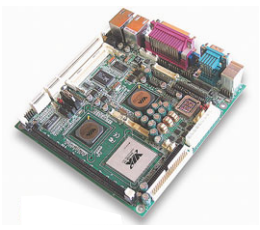
ITX Board w/VIA EDEN CPU
Virtual Booth 4161 • Virtual Product 2144



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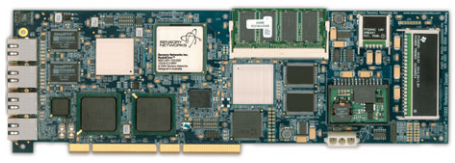

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4-Port RS-422/485 PCI Card
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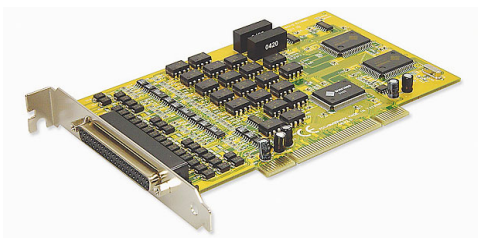

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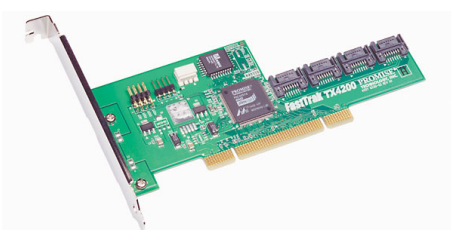

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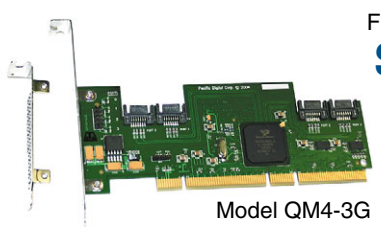

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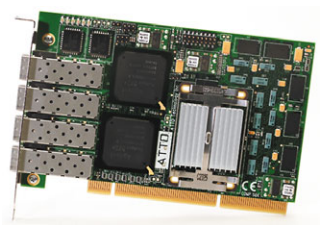

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Fibre Channel HBAs
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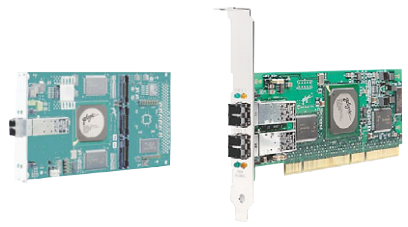

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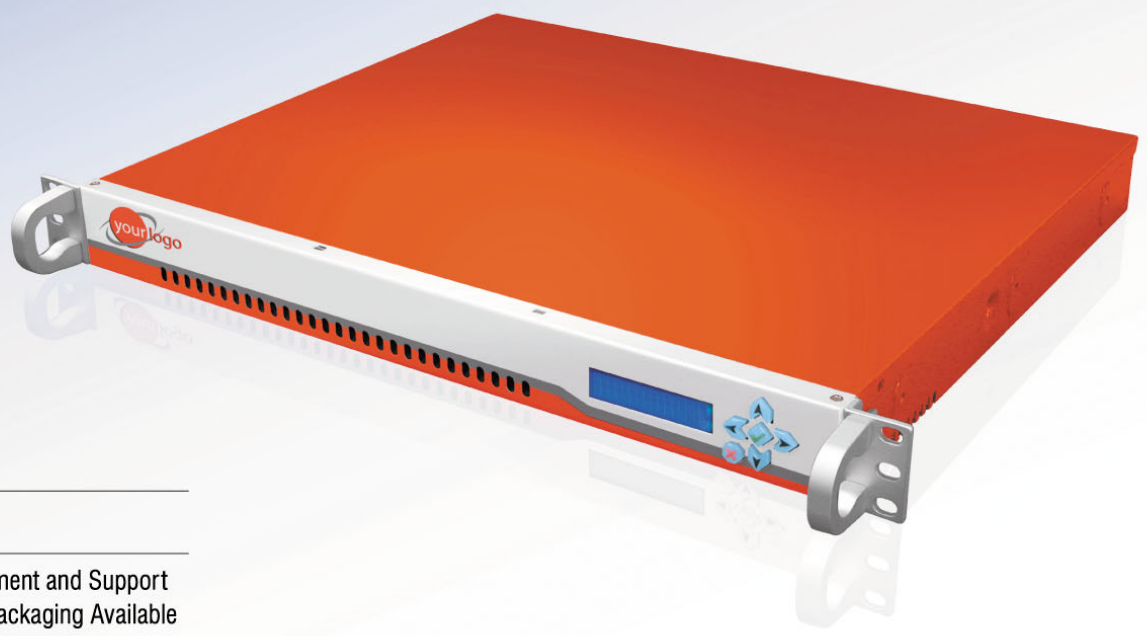

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Server I/O Accelerator
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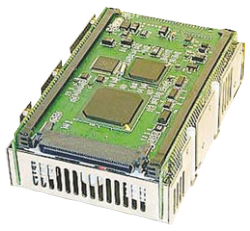

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Data Collection Computer
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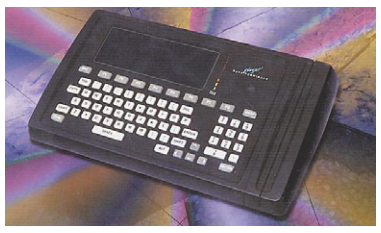

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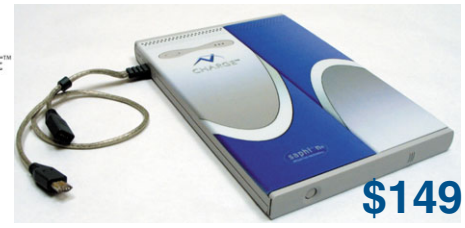

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Encryption Device
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DiskCrypt provides cross platform compatibility and significant performance improvement over traditional disk encryption software solutions. This hardware based 192Bit Military Standard encryption module encrypts every byte and sector of data written into the hard disk, including (MBR), Operating System, Temp and Swap files. The DiskCrypt is engineered just like an ordinary 2.5" form factor hard disk and can be mounted to the notebook hard disk compartment. GSA Schedule #35F0405P

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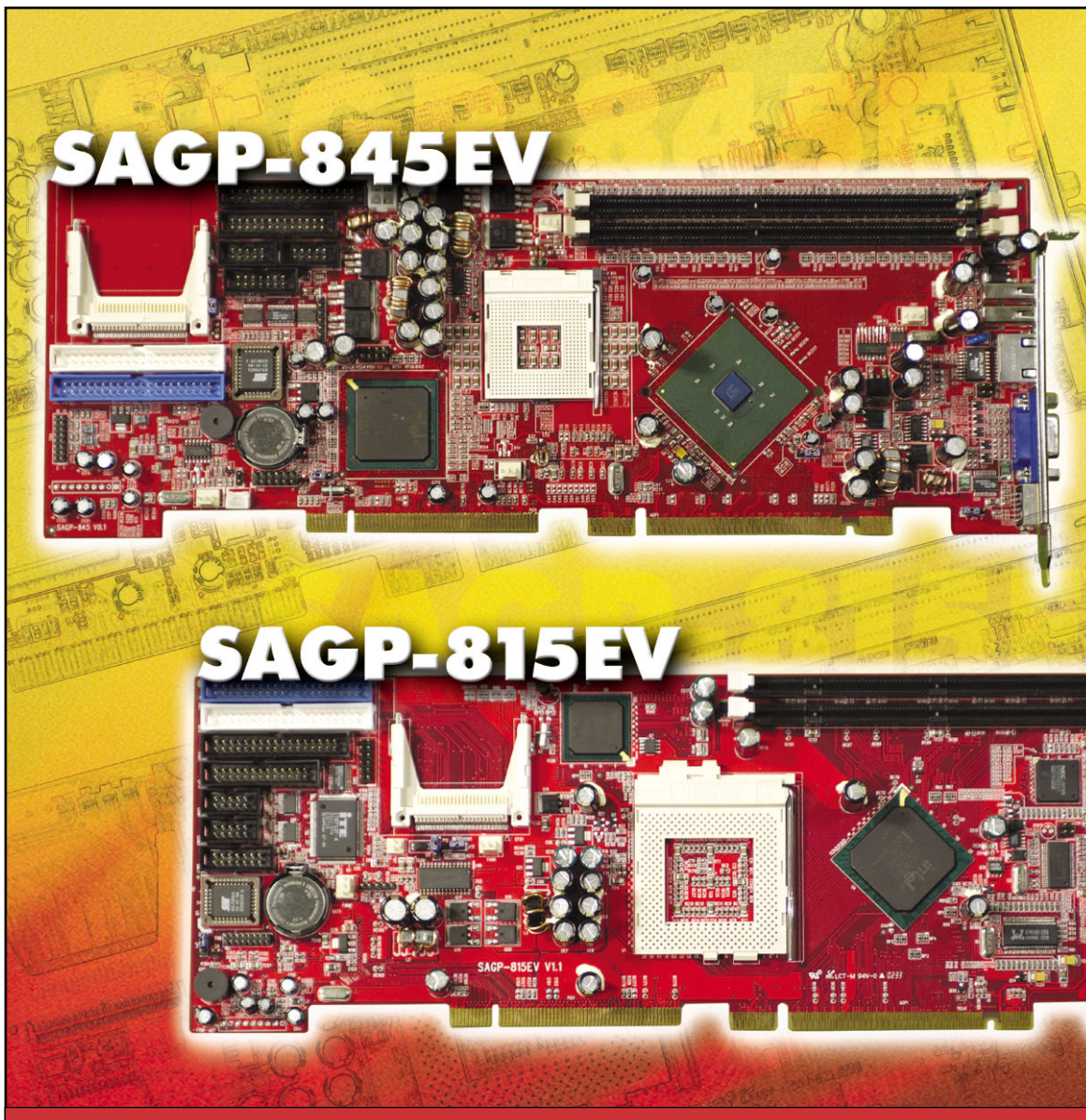

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Virtual Booth 3695 • Virtual Product 1275

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- ColorEdge CG21 is ideal for digital photography retouch and pre-press printing environments
- Wide color gamut for color matching
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Virtual Booth 3951 • Virtual Product 1860

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Large Format Scanner
Virtual Booth 4182 • Virtual Product 2198

List price
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Create high quality scans up to 36" wide at the touch of a button with this large format scanning solution from Océ. Patented Océ technology automatically enhances image quality so scans come out right the first time. The **Océ TDS410** scanner converts hardcopy originals into digital files & scans to multiple locations around the world. Price includes scanner controller & Oce Scan Logic™ software.

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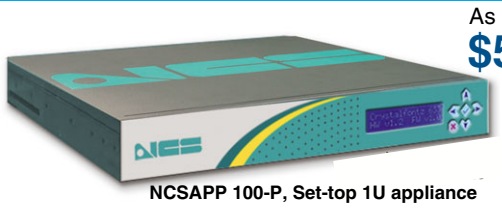

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DNS Appliance
Virtual Booth 3062 • Virtual Product 1729

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- Create new zone records using defaults you have set.
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All of this running on a rock-solid hardened FreeBSD system with a custom configured kernel designed specifically for the appliance unit and backed by the resources of the OffMyServer award-winning customer support team.

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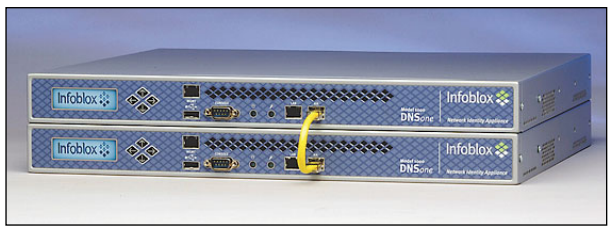
DNS Network Appliance
Virtual Booth 3933 • Virtual Product 1818



- Plug 'n play, RFC-compliant DNS/DHCP appliance
- Distributed solution for point or enterprise-wide application
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Email Server Appliance
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Virtual Booth 3082 • Virtual Product 1799

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IT In A Box
Virtual Booth 4047 • Virtual Product 1989

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Dual Opteron Server
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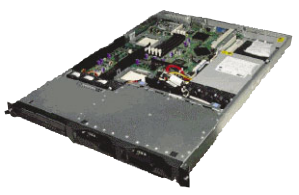

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1U Quad Opteron Server
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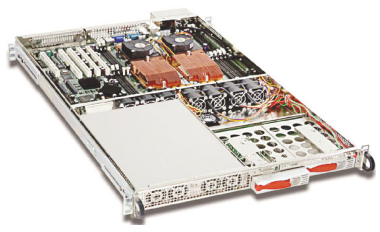

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1U Server Appliance
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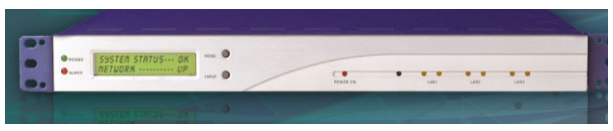

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- Intel® P4 processor (Socket 478, 533/800MHz FSB)
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- Max. 12GB Registered (ECC) Dual channels DDR-266
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Intel® E7501 Chipset
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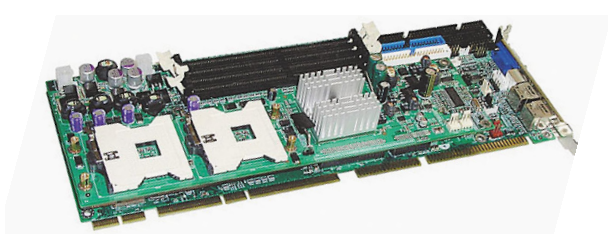

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iStoRATM 4000 Disk-to-Disk-to-Tape Appliance
Disk-to-Disk-to-Tape (D2D2T); Network file replication; Migration to tape for archive; Seamless retrieval from disk or tape. Integrates up to 1.5TB of Serial ATA disk; up to 3TB of uncompressed removable tape storage in a 1x10 autoloader; Intel server motherboard with Gigabit-Ethernet connectivity; single 4U-high rack mountable enclosure.

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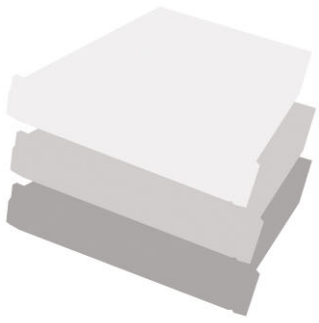

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Virtual Booth 3837 • Virtual Product 1631

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Virtual Booth 3732 • Virtual Product 1438

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- Platform independent

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Virtual Booth 3914 • Virtual Product 1783

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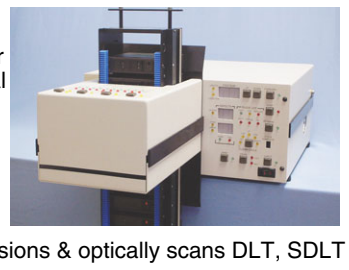
Tape Cleaner/Inspector

Virtual Booth 3734 • Virtual Product 1439

$15,745
SDLT Autoloader (includes physical defects scanner)



- Cleans, retensions & optically scans DLT, SDLT & LTO tape cartridges
- 200 inch-per-second operation (3-4 minute process time)
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AIT Tape Library
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Spectralogic NAStape 200

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- Trade-up program available
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$5,130

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Virtual Booth 3817 • Virtual Product 1612

301897-B22

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Need more capacity, but still want to use DLT and LTO technologies? 100-PAk provides up to 22TB of data storage capacity using 6 drives and 100 tapes. Data center backup. 6x100 with SDLT320, LTO-1, LTO-2 10 TB to 20TB. 1-slot mailbox for media management; hot swap drives; power on to ready in under 80 seconds
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- Holds 8 tapes and only 2U high
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- Tapes & accessories included
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2.5" IDE Flash Disk
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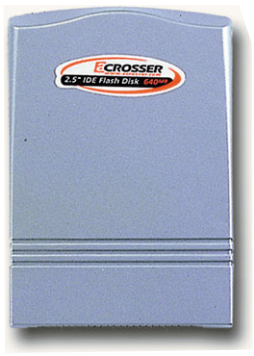

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High-End NAS Gateway
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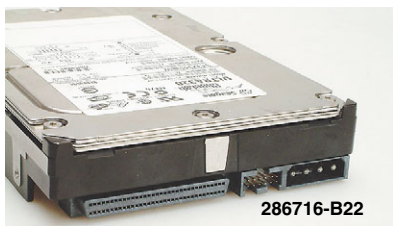

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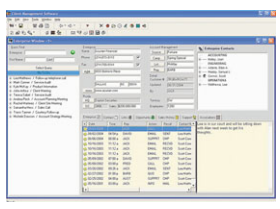

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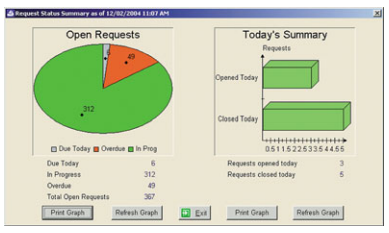

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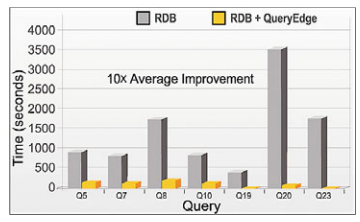

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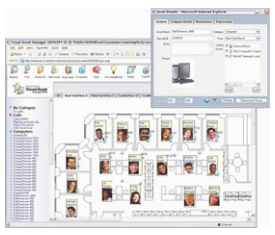
Asset Management
Virtual Booth 3964 • Virtual Product 1879



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Starting Price

Getting a handle on your company's IT assets has never been easier thanks to **Visual Asset Manager**:
- Automatically audit your organization's IT assets
- Track leases, maintenance, depreciation & repair history
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Business Process Mgmt.
Virtual Booth 3773 • Virtual Product 1537

Business Process Management (BPM) Investigators' Kit

Unlock the mysteries of how to model, automate, manage and optimize business processes across your organization to gain true competitive advantage.

Visit **www.ultimus.com/investigate.htm** for access to:

- Research notes from industry analysts
- Case studies of successful BPM deployments
- White papers on how to categorize and evaluate BPM software

In addition, you can download a FREE 30-day trial copy of Ultimus Process Designer -- business process modeling and analysis software ($1,000 value).

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Automation Solutions
Virtual Booth 4097 • Virtual Product 2061

Application Automation Solutions

Tidal Software Inc is a leading provider of application automation, integration, and management solutions. Tidal provides organizations with products that ensure applications run at peak efficiency and bolster the business value that companies need to be successful.
- Increases productivity by delivering automation across a wider portion of your enterprise
- Enhances system reliability via intelligent automation and minimizes expensive downtime
- Maximizes scalability to handle your largest applications and networks
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Transaction Processing
Virtual Booth 3926 • Virtual Product 1808

Adaptive Server Enterprise (ASE) provides enterprises with a high performance system for data and transaction processing- for the lowest total cost of ownership. Continuing the legacy of business-critical performance and cost-effective computing, ASE 12.5.2 is faster, more efficient, and easier to deploy and maintain.

Sybase ASE is focused on the core factors that affect total cost of ownership-operational requirements, system performance, and application development. Sybase ASE includes built-in self-management tools, wizards to automate routine tasks, advanced XML and Web services support, and real-time message services when used with the Sybase Real-Time Data Services (RTDS) package.

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Application Portfolio Mgmt
Virtual Booth 3886 • Virtual Product 1734

Better IT Management, More Effective Decision Making

By accurately consolidating multiple levels of information into an enterprise-wide Application Portfolio Management (APM) system, **BluePhoenix™ IT Discovery** helps companies keep track of system inventories, resources, and interrelationships. The automated solution provides detailed impact analysis reports for centralized and distributed IT systems by mapping systemwide activity and all interactions between applications and other software components. IT Discovery provides IT and business executives with the centralized view of information needed to create an objective version of the company's IT environment. This "bigger picture" facilitates more effective understanding, management, and maintenance of IT environments, enabling companies to reduce ongoing costs and improve decision making processes.

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Leading Enterprise IT Modernization

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Communication Software
Virtual Booth 4166 • Virtual Product 2153

insta-REACT! is a SIP-based converged platform for instant voice communications. It provides an all-in-one communication solution as well as a one to one, one to many, and many to many voice communications. All features are delivered on a single software user interface on the user's PC using the corporate network. The Solution provides secure, standard-based multimedia communications including:
- Instant Message (IM)
- Presence
- Numberless Dialing (Paging)
- Intercom
- Voice recording
- Conferencing
- Dynamic conferencing
- Push to talk

The system feature set is optimized to support the communications needs of any enterprise seeking instant group voice communications, remote workgroups, telecommuters and mobile workforces.

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Fax: (877) 581-7616
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EMAIL: sales@pangeantech.com

Document Creation Software
Virtual Booth 4072 • Virtual Product 2032

Dialogue for enterprise personalization

Exstream's Dialogue™ software is a next generation enterprise personalization solution that helps businesses around the world connect with their customers through higher quality, fully personalized communications—delivered through print and electronic channels. Dialogue empowers companies in the financial services, insurance, service bureau, telecommunications, and utilities industries to get high-volume critical documents and relevant information to customers up to 60 percent faster, reduce development and delivery costs by as much as 80 percent, and significantly improve customer retention.

eXstream™ Software

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EMAIL: info@exstream.com

Project Management
Virtual Booth 4096 • Virtual Product 2059

infoSavant™ is a highly flexible, easy to use, locally controlled and integrated Knowledge System. The system facilitates in-process collaboration, knowledge capture, and organization of business intelligence, thereby providing a comprehensive knowledgebase of the project domain.
Web and Win32 based.
Knowledge Systems: Topic centric. User taxonomy.
Electronic Library: Organizes files in their native format.
Workflow: Proprietary Active Queue Technology.
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Decision Support: Bi-directional access between infoSavant and Microsoft Excel.
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WEB: www.kmsciences.com
EMAIL: sales@kmsciences.com

Web Performance Software
Virtual Booth 3858 • Virtual Product 1673

Deliver LAN Performance to WAN Users

Most Web applications are fast on the LAN but slow on the WAN. Network bandwidth and latency issues as well as protocol overhead impact an application's performance. Swan Labs application optimization solution combines many technologies, including:
- Application Smart Caching - Reduces server load and latency
- Express Documents - optimizes document viewing

to provide the industry's only solution that accelerates LAN, WAN, Internet and extranet applications creating a complete solution for all users regardless of location. The NetCelera Web Accelerator boosts quality of service for CRM, enterprise portals, ERP applications and document collaboration. Download FREE Whitepapers at http://www.swanlabs.com/solutions/whitepapers/default.asp

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Fax: (408) 324-5101
WEB: www.swanlabs.com
EMAIL: sales@swanlabs.com

Internet Traffic Management
Virtual Booth 3963 • Virtual Product 1880

Internet traffic management technologies provide full availability, optimal performance, and eliminate downtime. These solutions are critical pieces of any business-driving web-based application. Internet traffic management solutions include:
- **Health monitoring**
- **Load balancing**
- **Bandwidth management**
- **Traffic redirection**
- **Denial of service protection**

By using intelligent traffic management technologies, you can control bandwidth service levels across all Internet links, provide optimum server resource sharing and redundancy, accelerate responsiveness, and maximize your return on investment.

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Availability / Load Balancing
Virtual Booth 4168 • Virtual Product 2155

StoneBeat®

The StoneBeat product line is the market leading software-based high availability and load balancing solution for network security. StoneBeat's award-winning technology maximizes the effectiveness & availability of critical network components, such as 3rd party firewalls, antivirus protection, email/Web content scanning, malicious mobile code protection servers & intrusion detection network sensors.

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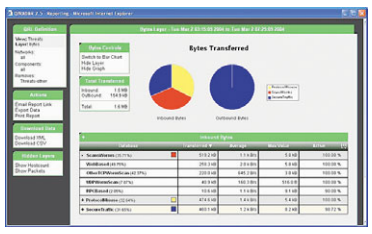
EMAIL: info@stonesoft.com

Network Anomaly Detection
Virtual Booth 3945 • Virtual Product 1839

QRadar



QRadar Network Anomaly Detection

Security is focused on your network's perimeter. So who's monitoring internal activity that threatens your network? QRadar maintains 24-hour vigilance to counter these threats. It learns normal behavior, flags irregular activities and their source, then identifies corrective measures. Only QRadar can pinpoint network anomalies in real time.

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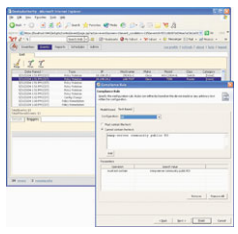
WEB: www.Q1Labs.com
EMAIL: info@Q1Labs.com

Change/Configuration Mgmt.
Virtual Booth 3889 • Virtual Product 1752



DeviceAuthority Suite -- the leading multi-vendor Network Change & Configuration Management solution providing:
- Real-time visibility and reporting of device configurations
- Automated compliance and standards management
- Reliable, secure, automated implementation of changes

Get your FREE guide, "Selecting a NCCM Solution" at: www.alterpoint.com/selecting

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Network Configuration
Virtual Booth 4147 • Virtual Product 2123

VoyenceControl! is a complete network configuration management solution from design to deployment to reporting. **VoyenceControl!** improves network security and increases availabilityby preventing errors from being introduced during the design or change process. **VoyenceControl!** significantly reduces the time, resources and costs associated with managing complex networks.

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Network & Server Monitor
Virtual Booth 3805 • Virtual Product 1589

$375
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GFI Network Server Monitor automatically monitors your network and servers for failures and allows administrators to fix and identify issues before users report them. Alerts can be sent by email or text message. Actions, such as rebooting a machine, restarting a service or running a script, can be done automatically. Download your free evaluation version today at www.gfi.com/npp!

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Network Monitoring & Mgmt.
Virtual Booth 3935 • Virtual Product 1823

AdRem NetCrunch 3.1
- Visualize the logical & physical topologies of your network
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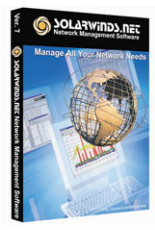
Networking Management
Virtual Booth 4108 • Virtual Product 2079



The SolarWinds Engineer's Edition Version 7 is a suite of networking management software containing Network Discovery, Fault Monitoring, Performance Monitoring and Performance Management applications. This toolset contains the award-winning discover and fault management applications as well as security and Cisco Router management tools.

SOLARWINDS.NET Network Management Tools

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Enterprise Software
Virtual Booth 4083 • Virtual Product 2046

IPsonar 3.0® enterprise software consists of several interrelated discovery processes that find routes and routers, hosts, servers, wireless access points, unauthorized connections or hosts, and perimeter leaks.

Discovery Processes
- Network Discovery
- Server Discovery
- Leak Discovery
- Wireless Discovery

IPsonar uses multiple entry points, or Sensors, within a network to form an "IPsonar Grid" sweeping the far corners of the network for anomalies. These entry points can be moved throughout your network - a portability providing the flexibility needed for managing enterprise networks that are continually being optimized or changing to meet new business mandates.

Flexible term-licensing options starting at $25,000

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Network Inventory Mgmt.
Virtual Booth 4220 • Virtual Product 2307

MetaSolv Inventory Management helps you accurately manage all the resources required to deliver communications services, allowing you to identify availability, location, and capacity of your network assets. MetaSolv Inventory Management enables you to keep your inventory "evergreen"–continually refreshed with near real-time visibility into any discrepancies between the actual network and the inventory database. In addition to helping you serve your customers better, this functionality also facilitates your compliance with financial reporting requirements like Sarbanes-Oxley.

Benefits & Highlights:
- Manage and reduce physical network inventory costs
- Facilitate management of network inventory
- Manage customer and service inventory associations
- Provide precise inventory forecasting

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Network Analysis Software
Virtual Booth 3801 • Virtual Product 1580

NETVOYANT

NetVoyant is a family of software products that provide network performance analysis and reporting solutions for the management of computer network infrastructure, critical servers, and applications. The system is scalable from the smallest enterprise to those with multiple locations or network operation centers where remote monitoring is required. NetVoyant automatically retrieves and compiles network statistics, performs analyses of those statistics, and provides graphical reports including baseline performance, bandwidth utilization, network volume, traffic, and trends. All solutions are available on Solaris, Linux, and Windows™ platforms.

NetVoyant lets you understand what is really happening on your network, from a LAN and WAN perspective, so that you can make informed decisions.

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Network Analysis Solutions
Virtual Booth 4011 • Virtual Product 1957

WildPackets' Omni³ is an advanced network fault analysis platform built from the ground up to increase network uptime and IT productivity.

Key Benefits
- Faster resolution of faults
- Improved visibility into all parts of the network
- Increased uptime and network performance

Key Features
- OmniPeek Console for centralized monitoring and troubleshooting
- Distributed Omni³ engines for packet capture and analysis
- Interfaces include 10/100, 802.11 wireless, full duplex Gigabit, and WAN

For your free eval, visit www.wildpackets.com/processor

WildPackets

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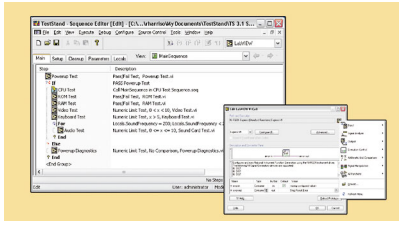
WEB: www.wildpackets.com
EMAIL: info@wildpackets.com

Test Management
Virtual Booth 4082 • Virtual Product 2025



Develop your automated tests 4X faster with **TestStand3.1** - National Instruments newly released version of award-winning test management software. NI TestStand is a ready-to-run test management environment for automating your test and validation systems. NI TestStand is designed to maximize test-code reuse through built-in language adapters and simplify maintenance by using a modular fully customizable test-system framework.

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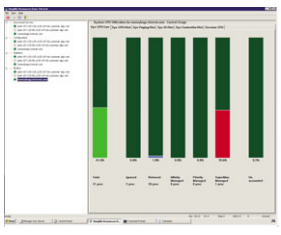
Terminal Server Mgmt.
Virtual Booth 4076 • Virtual Product 2036



triCerat provides software that simplifies the operation of the on-demand enterprise. The firm's **Simplify** applications overcome common, well-documented functionality gaps in the Terminal Server OS, giving customers a proactive mechanism for ensuring quality of service - this is Day Zero™ Protection. Licensed by over 2,500 organizations worldwide, the **Simplify Suite** creates significant ROI.

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Terminal Server Performance
Virtual Booth 4094 • Virtual Product 2057

TScale provides improved application performance and reliability while increasing the capacity of your servers by up to 40% or more!

Get it all in a single, cost effective solution! TScale applies the appropriate combination of optimization techniques to prevent rogue applications from spiking the CPU for better user satisfaction, while reducing virtual memory for increased server capacity to reduce costs.

Key benefits include:
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- Improved system and application response times!
- No more freezes, hangs and sluggishness due to runaway and rogue applications!

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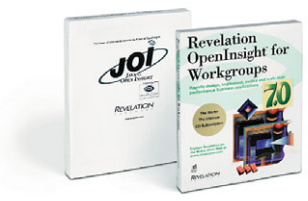
EMAIL: info@rtosoft.com

Application Development
Virtual Booth 3887 • Virtual Product 1745



OpenInsight is The Application Developer's Toolkit
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Content Security Kit
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CGM-to-SVG Software
Virtual Booth 4101 • Virtual Product 2169

Quick.SVG 2005
www.quicksvg.com

Quick.SVG is Computer Graphics Metafile (CGM) to Scalable Vector Graphics (SVG) conversion software. The conversion is clean and allows for custom CGM meta data handling via XSLT. Quick.SVG provides many powerful features and can batch convert hundreds of graphics at a time. Powerful command line capabilities and API provides developers with the tools necessary to bring your legacy graphics up-to-date with the latest technology. Also, using an open standard such as SVG offers many benefits to you and your customers. The software comes with a handy Adobe SVG ViewerTM context menu editor that allows you to create a context menu to apply to all of your converted SVGs during batch processing.

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Content Transformation
Virtual Booth 3926 • Virtual Product 1809

M-Business Anywhere provides a platform for delivering Web-based content and applications to mobile devices rapidly and cost-effectively - with minimal recoding. Web developers can leverage their existing skill sets and open standards to develop and deploy fully interactive Web applications with sync-and-go or wireless capabilities. So no matter where end users are, they'll be able to tap into the information, applications and Web services they need to make more effective business decisions, more quickly than ever before. Just as importantly, you can develop, deploy, and maintain mobile Web applications rapidly and with the lowest total cost of ownership (TCO) possible. M-Business Anywhere powers the AvantGo mobile Internet service, with more than 10 million registered subscribers.

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SCSI Reference Library
Virtual Booth 3820 • Virtual Product 1613

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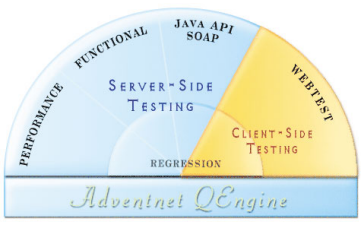
EMAIL: sales@scsitoolbox.com

Test Automation
Virtual Booth 4098 • Virtual Product 2062



AdventNet QEngine is an extensive, platform independent Test Automation tool used for Web, functional, acceptance, performance, API and regression testing. Supports testing of applications developed using HTML, JSP, PHP, XML, SOAP, WSDL, e-commerce, traditional client/server etc. Tool is developed using Java which facilitates portability and multiple platform support Windows, Linux, and Solaris.

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Application Mgmt Suite
Virtual Booth 4141 • Virtual Product 2114

Say goodbye to tension headaches, achy back muscles, and the pains that appear each time application issues occur. With DataVelocity you can experience: *The comfort of error free application rollouts *The ease of bug free code *The joy of a monitored, stable IT environment *And the peace of quiet phones after an application upgrade. DataVelocity are database specialists and tension easers. We protect database environments from unforeseen disasters including data corruption, application failures and more. Our purpose is to prevent your environment from suffering any outages, protect the business from any down time and provide you with time to relax and breathe.

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Wireless Access To CRM
Virtual Booth 3958 • Virtual Product 1873

Air2Web's **2CRM** is a set of mobile solutions enabling secure, wireless access to critical data from companies' FFA, Call Center, and SFA applications, including Siebel. From a wireless device, employees are able to securely access, work with, and respond to enterprise data whenever and wherever they are.

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Packaged Speech Application
Virtual Booth 4068 • Virtual Product 2027

Now you can access Microsoft™ Outlook email, calendar and appointments over the phone with **Voice Automation for Microsoft Exchange**. Whether commuting, working off site, or traveling between customers, mobile access through voice is reliable and fast. Your voice is the interface, no keyboard required to read, reply to and create new Outlook data, including appointment times and contact information. Updates are system-wide, so off site and on-premise CRM users are always in sync. It's a low-cost hosted or on-premise solution that gives you the functions of a wireless PDA, along with the ability to create update data remotely. Minimal installation and training required.

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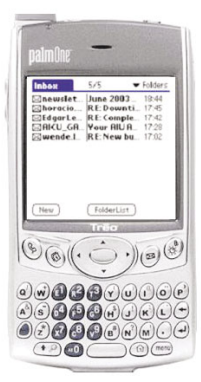
EMAIL: sales@voiceautomation.com

Wireless Access To Email
Virtual Booth 3958 • Virtual Product 1872



Air2Web's 2Mail solution enables wireless access to Microsoft Exchange, Lotus Domino, POP3 and IMAP based email software. With 2Mail, businesses have a single solution for offering wireless email to a variety of mobile devices, including RIM, Palm, Pocket PC, WAP, SMS & J2ME handsets. 2Mail features access to email, calendars, contact info & attachments, in addition to the ability to securely authenticate devices & users.

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Remote Enterprise Mgmt.
Virtual Booth 3955 • Virtual Product 1863

IC²

Tool Categories
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iSeries Software
Virtual Booth 4109 • Virtual Product 2080

Software comes in many flavors on the **iSeries**, from the operating system, to middleware, to industry solutions. Of course, no discussion of software can begin unless you understand the basics about this very unique operating system, OS/400. Designed as a single entity, it offers built-in facilities such as our DB2-based relational database, communications and networking capabilities, online help and much more. On **iSeries**, the user/operator communicates with all the components of the operating system using either an intuitive graphical user interface or a standard digital presentation. Information on i5/OS™, the next generation of OS/400 operating system, is available now.

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Enterprise Security Software
Virtual Booth 3826 • Virtual Product 1621

ENDFORCE Enterprise software enables enterprises to ensure users' workstations are compliant with current security policy, before granting network access. The software enforces policy for operating system patch level, best-of-breed personal firewalls and antivirus applications, and is extensible to include other emerging security products.

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Endpoint Security Solution
Virtual Booth 3940 • Virtual Product 1834

Safe Access™ ensures that endpoint devices accessing the network are free from security threats and in compliance with the organization's standards. Safe Access systematically tests endpoint devices - without the use of a client or agent - for compliance with organizational security policies, quarantining non-compliant machines before they damage the network. Safe Access ensures that the applications and services running on endpoint devices are up-to-date and free of worms, viruses, trojans, P2P and other potentially damaging software. It dramatically reduces the cost and effort of securing those devices - devices accessing the network through VPN or dial-up, devices logging onto the network directly, and devices connecting through wireless networks - devices your IT group may not have adequate control over.

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Mobility Identity Enforcement
Virtual Booth 3966 • Virtual Product 1822

Synctomi Virtual Network Segmentation™—VNS™

Synctomi appliances combine identity-based access control, integrated worm and other threat protection with wire speed performance. By uniquely combining packet filtering and directory communications, which is integrated with a network's existing authentication method, the VNS appliance creates a unique, self-contained communication between each user and the network. Not only are resources and ports exposed on a need to know basis dynamically, the device increases security by eliminating any view of all other resources in the network topology.

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User ID Mgmt Solution
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Password Management
Virtual Booth 4092 • Virtual Product 2054

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Password Management Tool
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Access Management Software
Virtual Booth 3763 • Virtual Product 1529

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Certificate Authority
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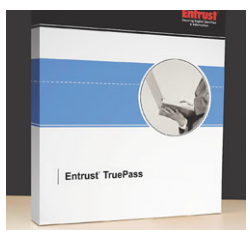
Web Authentication
Virtual Booth 3944 • Virtual Product 1838

Entrust TruePass™



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Fingerprint Logon Software
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Secure Authentication
Virtual Booth 3833 • Virtual Product 1629

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Triple Factor Authentication
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Database Auditing Software
Virtual Booth 4027 • Virtual Product 1966

WizRule® automatically reveals all the rules governing the data and points out cases that deviate from the discovered rules as suspected errors. The rules can be if-then statements, mathematical formulas or spelling regularities. **WizRule** detects symptoms of fraud in the data, exposes suspicious exceptions and discovers relations among data fields.

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Database Security
Virtual Booth 4077 • Virtual Product 2037

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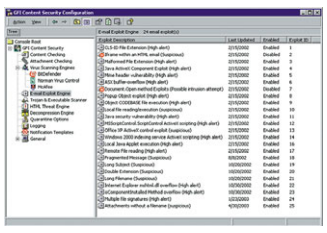
Email Security For Exchange
Virtual Booth 3805 • Virtual Product 1592



GFI MailSecurity for Exchange/SMTP is an email content security solution that protects against known & unknown viruses and threats at a competitive price (unlimited users: $3,750; 100 users: $950). Key features: multiple virus engines, content checking, intelligent heuristics-no virus updates required, exploit detection, threats engine, Trojan / Executable Scanner & more. Download free eval @ gfi.com!

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Email Management
Virtual Booth 4234 • Virtual Product 2350

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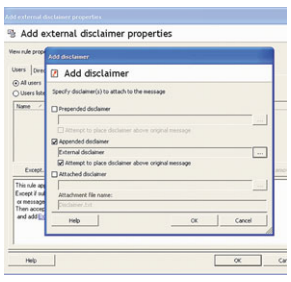

Policy Patrol Email for Exchange Server and Lotus Notes/Domino offers anti-spam, antivirus, keyword filtering, attachment blocking, compression, disclaimers, signatures and many more email management features. Policy Patrol includes a powerful rules wizard that allows you to create customized user-based rules by specifying conditions, exceptions and actions.

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Web Server Anonymization
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$99.95

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Secure Instant WAN
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SSL VPN for Windows
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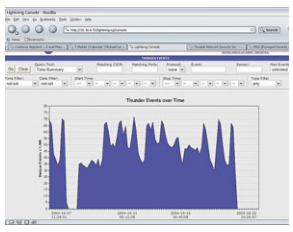
Enterprise Log Analysis
Virtual Booth 3724 • Virtual Product 1429

Thunder 1.0



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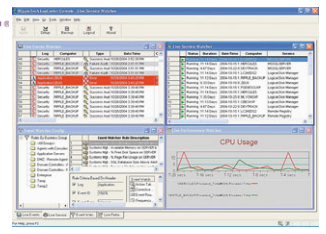
Event Log Monitoring
Virtual Booth 4114 • Virtual Product 2087



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Computer Forensics SW
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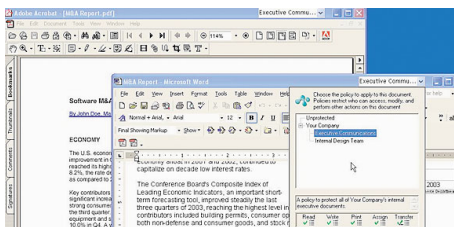
Intellectual Property Security
Virtual Booth 3868 • Virtual Product 1703



Liquid Machines is the only Enterprise Rights Management software solution that provides unprecedented protection by securing information at the source of any application. Liquid Machines encrypts digital information with persistent access and usage policies that remain with data regardless of where it goes. It allows you to share information inside and outside the enterprise while retaining control.

LIQUID MACHINES
enabling secure business.

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Fax: (781) 861-0374
WEB: www.liquidmachines.com
EMAIL: info@liquidmachines.com

Network Security Software
Virtual Booth 3975 • Virtual Product 1906

The Enforcer/EI

Enforcer/EI software agents monitor networked computers and send notifications when corporate policy is violated. Enforcer/EI uses revolutionary parallel processing architecture that provides unsurpassed enterprise security management.

- Enforces security policy
- Operational notifications sent 24/7/365
- Assures privacy
- Platform independent
- Small footprint
- Nominal network traffic
- Exception based
- Minimal administration

Paragentec

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Phone: (800) 897-8768
Fax: (858) 271-0218
WEB: www.paragentec.com
EMAIL: info@paragentec.com

Vulnerabiltiy Management
Virtual Booth 4017 • Virtual Product 1959

SecurityExpressions

Audit and Compliance
SecurityExpressions enables you to audit and remediate desktops and servers for operating system configuration settings, application configuration settings, unauthorized hardware/software, industry-known vulnerabilities, software patches and other advanced settings, such as system utilization and user account activity. The solution can audit against home grown or customized best practices system security policies such as those published by Microsoft, IBM, SANS, and NIST. SecurityExpressions offers both an agent-based and an agentless approach to system audit and compliance, meeting the needs of any environment.

List Price: $795 per server and $29 per desktop

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Phone: (888) 664-7174
Fax: (617) 928-5552
WEB: www.pedestal.com
EMAIL: sales@pedestal.com

Policy Compliance
Virtual Booth 4075 • Virtual Product 2035

Compliance Management solutions from BindView help organizations satisfy IT security requirements for regulations including **Sarbanes-Oxley, HIPAA, GLBA** and **Basel II**. With BindView, customers are in control of their security policies and procedures, with capabilities to help ensure successful IT audits and compliance.

BIND VIEW Insight at Work

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Houston, TX 77056
Phone: (713) 561-4000
Fax: (713) 561-4204
WEB: www.bindview.com
EMAIL: info@bindview.com

Enterprise Security Mgmt.
Virtual Booth 4164 • Virtual Product 2147

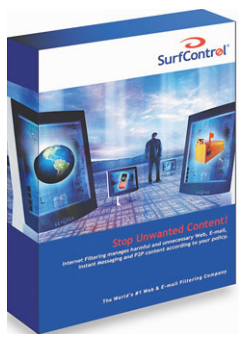
Allegent Technology Group dramatically improves and sustains enterprise security by providing integrated threat management software that automatically detects and responds to vulnerabilities before they result in breaches and outages.

SolventView™, employed to protect networks at the 2004 Summer Olympics, is the industry's leading Integrated Security Management Platform (ISM). Through an open distributed architecture, SolventView™ integrates and evaluates data from all relevant network assets to proactively protect networks in real-time. SolventView™ integrates seamlessly with legacy systems and third-party products, and includes and centrally manages all security functions, such as VA, IDS, Policies, Rules, Asset Discovery, Forensics, and Compliance Enforcement.

ALLEGENT Technology Group

100 Crossways Park Dr. W., #104
Woodbury, NY 11797
Phone: (516) 364-7034
Fax: (516) 364-7036
WEB: www.allegent.net
EMAIL: sales@allegent.net

Web Filtering Solution
Virtual Booth 3947 • Virtual Product 1853



SurfControl Web Filter provides tools needed to understand and manage Internet usage in a way that best suits your business needs. For maximum protection from the threats of harmful and inappropriate Internet content, SurfControl Web Filter incorporates: quality content understanding, Adaptive Reasoning Technology, flexible deployment options, ease-of-use and comprehensive reporting & analysis. Call for quote.

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The World's #1 Web & E-mail Filtering Company

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Fax: (831) 440-2740
WEB: www.surfcontrol.com
EMAIL: sales@surfcontrol.com

Web Filtering and Security
Virtual Booth 4143 • Virtual Product 2118

Websense, Inc. enables organizations to manage employee Internet use through multilayered Web filtering and security solutions. This employee-centric approach protects organizations from new and emerging threats such as spyware, phishing and malicious mobile code, and complements traditional security solutions. Websense award-winning and industry-leading filtering solutions help organizations manage how employees use the Web.

- Manage employee Internet access
- Mitigate exposure to zero-day security threats
- Prevent spyware and malicious mobilecode
- Block peer-to-peer (P2P) file sharing

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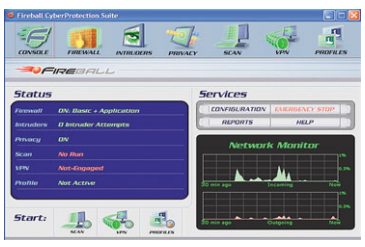
Fax: (858) 458-2950
WEB: www.websense.com
EMAIL: info@websense.com

Endpoint Security
Virtual Booth 4091 • Virtual Product 2053



Fireball Enterprise is state-of-the-art endpoint security software for desktop & mobile computers. The first & only centrally managed, integrated solution that combines the layered protection of a personal firewall, intrusion detection system, privacy controls, system assessment, Web/application recording, spyware & an IPSec VPN. Controls all levels of network traffic and communications.

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EMAIL: sales@redcannon.com

Mobile Security Management
Virtual Booth 3785 • Virtual Product 1550

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- Next-generation operating system kernel-layer security technology ensuring a much higher level of security than first-generation personal firewalls
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- Location-based controls adapting security permissions by network location for users moving across different networks and encountering different risks
- WLAN connectivity under centralized IT management & control in compliance w/corporate security policy guidelines
- Protects mobile endpoints at the network adapter

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Radware Application Security Solutions deliver 3Gbps Intrusion Prevention and Denial of Service Protection securing all connected applications against viruses, worms, DoS and SYN attacks; Radware Security Activation solutions optimize best-of-breed security tools including firewalls, IDSes, VPNs, antivirus, URL filtering and anti-spamming for fault-tolerant, high-performance and scalable security architecture management.

FireProof activates firewalls, VPNs and IDSes for fault tolerant, high performing and scalable best-of-breed security tools, eliminating the security/performance tradeoff

DefensePro secures all networked applications against viruses, malicious intrusions and Denial of Service at 3Gbps

Content Inspection Director (CID) provides fault tolerant, high throughput and scalable antivirus scanning, URL filtering and anti-spamming for complete content security

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Contact Radware to enable end-to-end application availability, performance and security.

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Mobile Security Software

Virtual Booth 4221 • Virtual Product 2311

CREDANT® Mobile Guardian (CMG) Enterprise Edition

This award-winning, scalable mobile security and management software platform enables organizations to easily secure and manage disparate mobile and wireless devices from a single management console. With CMG, companies can cost-effectively support a mobile workforce and improve employee productivity while guarding against the financial loss, legal liability, regulatory compliance issues and/or significant brand damage associated with the loss or theft of mobile data.

CREDANT Technologies is the market leader in providing software enabling organizations to control security enterprise-wide for mobile and wireless users. CREDANT makes it safe for organizations to use notebooks, tablets, PDAs and smartphones to increase employee productivity.

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Computer Theft Recovery

Virtual Booth 3917 • Virtual Product 1789

PCPhoneHome/MacPhoneHome Enterprise™

- The only computer tracking and theft recovery software in the world capable of large-scale network deployment to a large number of computers using different operating systems simultaneously.
- Can be installed using a variety of popular "network push" techniques or disk imaging utilities.
- Installation is completely transparent
- Your organization's contact and ownership information is hardcoded directly within your custom Enterprise version.
- Once notified of a theft, recovery agents at Brigadoon Software's worldwide monitoring and command center provide full technical, tracking and recovery support to the customer and local police.

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Anti-Spyware Solution

Virtual Booth 3853 • Virtual Product 1652

Pricing starts at
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per node with multiple seat discounts

Controlling spyware in a business computing environment can be a difficult task. **eTrust™ PestPatrol® Anti-Spyware** is a comprehensive solution that detects and removes non-viral malicious code to help protect your business PCs from unauthorized access, information theft and diminished system performance.

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Corporate Spyware Protection

Virtual Booth 4213 • Virtual Product 2270

webroot® Spy Sweeper™ Enterprise

The spyware threat is escalating in the corporate environment. Webroot Spy Sweeper Enterprise is an award-winning, comprehensive spyware solution for corporations that actively protects against all types of spyware, adware, Trojan horses, system monitors and other potentially unwanted programs. Please visit our Web page for additional information about our Internet privacy products.

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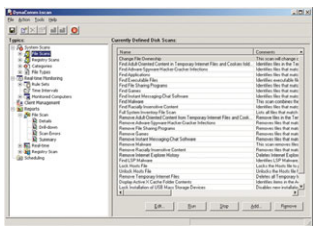
WEB:www.webroot.com
EMAIL: enterprise@webroot.com

Enterprise Anti-Spyware

Virtual Booth 3782 • Virtual Product 2343



Use DynaComm i:scan to remove spyware and adware, eliminate malware infections, even lock down systems and manage the use of USB mass storage devices through distributed scanning and real-time monitors. Designed to provide protection across the largest network, all managed from a central console. Learn more at www.dciscan.com.

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Precise Antispam Gateway

Virtual Booth 3698 • Virtual Product 1284

- Web interface for user spam management
- Mulitple antispam filtering technologies are used for high accuracy
- Eliminates spam at the Internet gateway or mail server without filtering critical legitimate email messages

Starting Price $17.50 per user for commercial organizations. Volume & Educational discounts available.

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Antispam For Exchange
Virtual Booth 3934 • Virtual Product 1822

iHateSpam for Exchange™ installs quickly and easily on Exchange 5.5, 2000, and 2003 servers. Over 4,000 licenses have been deployed, making it one of the best-selling anti-spam solutions for Microsoft Exchange.

- Fast setup "configure it and forget it"
- Over 95% spam detection rate
- Constantly updated spam engine
- Users can manage their own quarantine
- Customizable treatment of spam
- 30-day product evaluation

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Antispam Application
Virtual Booth 3989 • Virtual Product 1924

Email Filtering Service Blocks Spam and Viruses —BEFORE They Reach Your Network

- No hardware or software to buy
- End-users manage their own quarantined messages
- Priority antivirus updates from McAfee
- Easy to add exception rules for designated sender/domain
- Low per user per month charge (as little as $3/user)

Protect yourself or resell to your clients to lessen legal liability or improve employee productivity. Can help block directory harvest attacks in conjunction with existing firewalls. Easier to manage than server-based solutions.
Virus Protection-Spam Protection-Attachment Protection Network and IT Resources-Outbound Filtering-Reporting

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EMAIL: info@fulcrumgroup.net

Antispam
Virtual Booth 4046 • Virtual Product 1988

Tumbleweed MailGate™ is a secure, hardened Linux-based appliance, designed to remove spam and viruses from the email systems of small, medium, and large enterprises. MailGate is the only antispam appliance on the market with true artificial intelligence, which is why InfoWorld magazine rated it #1 against all competitors.

What Makes MailGate The Smartest Antispam Choice?
- Install and configure in less than 30 minutes
- Proactive and reactive approaches capture 98% of spam with extremely low false positives
- McAfee or Kaspersky antivirus stops viruses at the network edge
- Lowest total cost of ownership for real savings
- Tumbleweed is the trusted leader in email security, with over 10 years of innovation and over 1100 customers.

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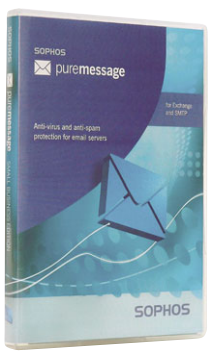
WEB: www.tumbleweed.com
EMAIL: info@tumbleweed.com

Email Management Solution
Virtual Booth 3918 • Virtual Product 1790



Sophos PureMessage for Windows/Exchange is a comprehensive, flexible email management solution.
- Policies combine anti-spam, antivirus and policy enforcement to guard against attacks such as multi-faceted spam, virus, DHA and DoS.
- Checks all email traffic passing through your email server, providing an extra layer of protection against worms and viruses

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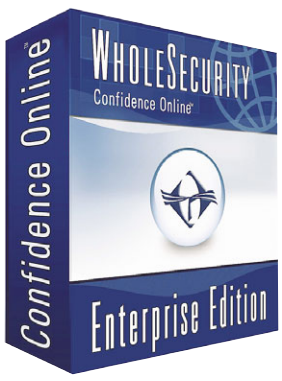
Fax: (760) 942-6489
WEB: www.nwtechusa.com
EMAIL: sales@nwtechusa.com

Zero-Hour Threat Detection
Virtual Booth 3742 • Virtual Product 1449



Worried about worms, Trojan horses and eavesdropping threats? WholeSecurity's solutions deliver zero-hour protection against these types of malicious programs. With behavioral detection technology, Confidence Online™ automatically eliminates both known and unknown threats on PCs without requiring users to update signatures. Call to learn more about our on-demand and always-on deployment options!

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Microsoft SQL Audit/IPS
Virtual Booth 3901 • Virtual Product 1771

AppRadar for Microsoft SQL Server is a host-based, database intrusion protection system empowering enterprises to thwart database-level attacks and malicious behavior. AppRadar provides database-specific, active protection, monitoring, and auditing. As a complementary real-time database intrusion protection system, AppRadar now makes it possible to monitor and defend the data stored within your Microsoft SQL Server database.
- Detects real attacks and misuse on the database focused on detecting and preventing complex attacks from valid users.
- Provides administrators full awareness of what has been executed, when, by whom, and where in the database. Providing an audit trail and "real-time" alerting of all database activity without any impact on performance.

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EMAIL: sales@appsecinc.com

Vulnerability Management
Virtual Booth 3822 • Virtual Product 1618

Intrusec Exposé - Change Management Software
You can't secure what you don't know about. Today's networks are dynamic and in a constant state of flux. Which means your security posture is changing minute by minute. Intrusec Exposé provides visibility into those changes and shows you the impact of those changes before they cause a problem.
- Proactive, near real-time change detection - When something changes, Exposé notifies you immediately, based on the rules you determine.
- Up-to-the-minute asset inventory of your network, showing all assets, ports, services, users, applications, etc. ranked by the business value to your organization.
- When a change is detected, Exposé works with your existing vulnerability scanners to tell you what vulnerabilities were created by the change.

intrusec

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Fax: (404) 526-6132
WEB: www.intrusec.com
EMAIL: info@intrusec.com

Exposure Risk Mgmt.
Virtual Booth 3875 • Virtual Product 1719

Skybox™ View creates a virtual model of your environment and then, by leveraging your scanned information, runs attack simulations distilling 10,000's of vulnerabilities down to the <2% that are critical because they are truly "exposed." **Skybox™ View** reduces the window of exposure from months to hours and communicates risk in layman terms to executives.

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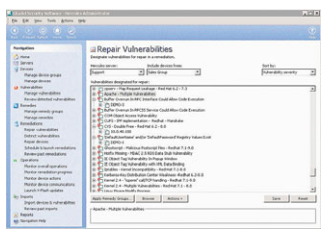
EMAIL: sales@skyboxsecurity.com

Vulnerability Remediation
Virtual Booth 3891 • Virtual Product 1755



Backdoors, unsecured accounts, misconfigurations, software defects and unnecessary services. Now you can fix vulnerabilities with **Hercules**, an automated vulnerability remediation solution created by Citadel Security Software. Hercules provides flexible, end-to-end capabilities to fix all five classes of vulnerabilities. For the first time you can proactively reduce security risks in hours, not months.

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Disk / Data Erasing Software
Virtual Booth 4162 • Virtual Product 2145

$995

Tabernus' new Disk Purge product allows any storage device owner to completely erase all data from any and all drives. Disk Purge Declassification Software is DES/DOD endorsed for completely and thoroughly sanitizing any disk device to the following standards: DOD 5200.28, NCSC-TG-025, AFSSI 5020, OPNAV 5510 and AR-380-19 and HIPAA compliant.

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USB Software Security
Virtual Booth 3972 • Virtual Product 1889

as low as **$19.95** per user

Marx Software Security offers the security token Crypto-Box USB for secure data and software protection, as well as for 2-factor authentication. The hardware key encrypts data with the Rijndael Algorithm Advanced Encryption Standard (AES). The CRYPTO-BOX Supports all Windows, Mac and Linux Operating Systems.

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The **"Secure Hash Signature Generator"** creates signatures that are unique to the data stored on a disk drive. These signatures are used to verify intentional or accidental tampering with the drive image. The software has the ability to scan any secondary or slave drive attached to a PC or the RoadMASSter running the Windows operating system.

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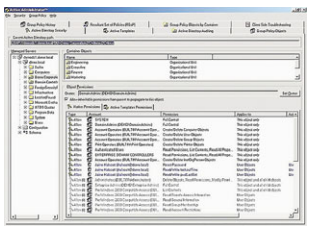
EMAIL: sales@ics-iq.com

Active Directory Mgmt.
Virtual Booth 3960 • Virtual Product 1875

Active Administrator



Active Administrator is a comprehensive management and auditing solution enabling administrators to efficiently manage Active Directory Security and Group Policy in Windows 2000 and 2003 based networks.

- Simplified Group Policy Planning, Management & Backup
- Consistent permission assignment with Active Templates
- Repairable & Revocable role-based delegation of control

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Display-Only File Server
Virtual Booth 3847 • Virtual Product 1639

A revolutionary secure file server technology that protects enterprises from informaiton theft by insiders

- Bits of a confidential file never leave a DOFS server after the file is checked in.
- Screen dump on a user machine is disallowed whenever the user is interacting with a confidential file.
- Any crucial file access operations on a DOFS server like checking in/out, printing, emailing, etc. are fully logged, monitored and controlled.
- Accesses to exported confidential files, essential in a mobile working environment, are protected by a tamper-resistant file access control mechanism.
- Clipboard operation such as cut & paste is unidirectional so that no information leakage from a DOFS server to a DOFS client is possible, but the other direction is allowed.

Retail Price: $100 per user license

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Document Security Software
Virtual Booth 3727 • Virtual Product 1428

Authentica's document security solutions provide total control over your enterprise's sensitive documents, spreadsheets and presentations, both during and after delivery to recipients.

Our document security solutions are ideal for any large enterprise that needs to securely share valuable intellectual property internally or with outside business partners.

Authentica's solutions let you:

- Securely distribute information anywhere
- Dynamically change access and usage permissions at any time, even after recipients have accessed files
- Continuously monitor information activity

authentica® protect your information™

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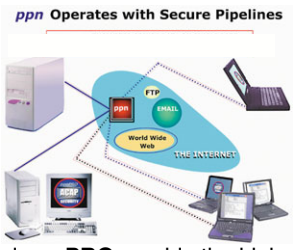
WEB: www.authentica.com
EMAIL: sales@authentica.com

Secure Networking Software
Virtual Booth 4150 • Virtual Product 2125



Both **ppnPC** and **ppnPRO** provide the highest level of security for those data transfer applications for which the protection of information is critical. It is the preferred data transfer medium for those individuals and organizations that are required to comply with Federal or State laws and regulations that address the protection of an individual's privacy and/or the maintaining of the confidentiality of electronic data.

SECURITY ACAP SOFTWARE

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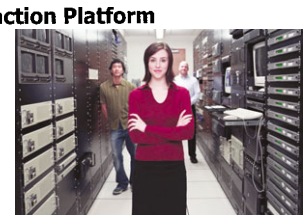
WEB: www.apacsecurity.com
EMAIL: info@acapsecurity.com

Web Services Security
Virtual Booth 3944 • Virtual Product 1837

Entrust
Secure Transaction Platform



The Entrust Secure Transaction Platform delivers security capabilities including standards-based authentication & authorization for Web services applications. Addressing identity and access management needs beyond the Web portal, Entrust helps you leverage your existing investment in Web applications to include Web services, delivering a central point of policy definition and enforcement.

Entrust®
Securing Digital Identities & Information

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EMAIL: entrust@entrust.com

Enterprise Backup Solution
Virtual Booth 3920 • Virtual Product 1794

Innovative Data Protection-VERITAS NetBackup Enterprise Server delivers enterprise data protection for the largest UNIX, Windows, Linux and NetWare environments. To help reduce administration and hardware costs, organizations can now take advantage of enterprise-strength features such as synthetics, disk-based protection, automated disaster recovery, and desktop and laptop protection. VERITAS NetBackup provides the most advanced media management available, including tape labeling, tape media pool creation, device sharing, media/device reporting and bar code support. VERITAS NetBackup Enterprise Server also provides optional database and application-aware backup and recovery solutions for Oracle, SAP, Microsoft SQL Server, Microsoft Exchange, Microsoft SharePoint Portal Server, DB2, Lotus Notes/Domino, Sybase and Informix to deliver data availability for utility computing.

VERITAS™

350 Ellis Street
Mountain View, CA 94043
Phone: (800) 327-2232
Fax: (650) 527-2908
WEB: www.veritas.com
EMAIL: sales@veritas.com

Backup & Recovery Solution
Virtual Booth 3984 • Virtual Product 1911

Harbor NSM Product Suite

If you're like many companies today, your infrastructure has become increasingly complex while the growth in corporate data continues to explode.

Harbor NSM backup and recovery solution from Beta Systems not only backs up your ever-increasing amounts of vital data and provides the fastest recovery time on the market, it also works within your existing infrastructure, regardless of its complexity.

Harbor NSM provides high-performance network and SAN-based backup with fast, reliable data recovery.

- Scalable
- Manageable
- Flexible

betasystems

6411 Ivy Lane, Suite 610
Toll Free: (800) 475-1168
WEB: www.betasystems.com

Greenbelt, MD 20770
Fax: (301) 486-4602
EMAIL: kelly.gunn@betasystems.com

Data Protection Software
Virtual Booth 3837 • Virtual Product 1632

$79 Workstation Edition
$275 Server Edition
$395 Exchange or SQL Agent

BackAgain™ Data Protection Software. Tens of thousands of satisfied customers worldwide since 1994.

- Standout ease-of-use, highly competitive feature set, broad backup device support
- Live Microsoft Exchange backup (to mailbox level), live SQL Server backup
- Back up to any media at no additional cost
- "Bare-metal restore" for disaster recovery
- Unmatched value

INTRADYN Data Protection Made Simple

2930 Waters Road
Eagan, MN 55121
Toll Free: (800) 284-4156
Phone: (651) 203-4600
WEB: www.intradyn.com
EMAIL: sales@intradyn.com

Backup & Recovery Mgmt.
Virtual Booth 3991 • Virtual Product 1926

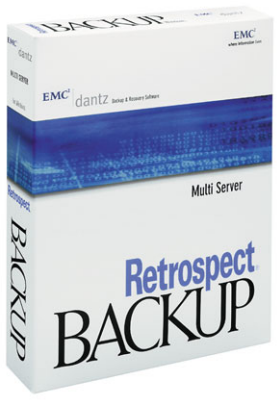
Not Just Another Backup Utility!

VFI/X is an intelligent, automated, high-level data protection and recovery management system. Based on the premier mainframe product that has protected Global 1000 corporations for over 15 years, VFI/X is now available for the distributed world. VFI/X leverages your current investment in all popular backup and recovery software and mirroring technologies. It unobtrusively monitors your systems in real-time, learns how your critical files are used as well as their interdependencies, and ensures that they're backed up when necessary, directly interfacing with the tools of your choice. All performed automatically, without human intervention, and these are just a few of its features. VFI/X is available for SUN Solaris 8 and above (Sparc 32, 64 & x86). Linux, IBM AIX, HP UX and Microsoft Windows versions will be released over the next several months.

21ST CENTURY software INC.

940 W. Valley Rd., Ste. 1604
Wayne, PA 19087
Phone: (610) 971-9946
Fax: (610) 964-9072
WEB: www.21stcenturysoftware.com
EMAIL: sales@21stcenturysoftware.com

Backup Software
Virtual Booth 4062 • Virtual Product 2014



New EMC Dantz Retrospect 7 for Windows makes speed & ease of use a backup reality. Now you can perform fast, automated backups to disk, stream data to tape for offsite storage & keep disk copies onsite for quick restores. Just a few clicks will have you up & running. Ease of use, unparalleled restore accuracy & complete protection for servers, desktops & notebooks are why thousands of businesses rely on Retrospect.

EMC² dantz

3003 Oak Road, 3rd Floor
Walnut Creek, CA 94597
Phone: (925) 948-9000
Fax: (925) 948-9099
WEB: www.emcdantz.com
EMAIL: sales@dantz.com

Unix/Linux Tape Management
Virtual Booth 3862 • Virtual Product 1679

Backup, Recovery & Media Management For Open Systems

LXI TMS/ix brings true tape management to Unix and Linux servers. Capable of performing standard day-to-day backups, TMS/ix gives corporate data centers more advanced tape management for those tape processes above and beyond backup and recovery. With TMS/ix you can:

- Read and write standard label and non-label tapes
- Track and protect every tape used
- Manage virtually unlimited number of tape devices, including virtual and real automated tape libraries
- Implement regulatory compliant offsite vault management program
- Monitor all backup activity from a single console

LXI® Network Storage Solutions

1925 W. John Carpenter Frwy.
Irving, TX 75063
Phone: (800) 226-6526
Fax: (214) 260-9019
WEB: www.LXIcorp.com
EMAIL: sales@LXIcorp.com

Content Archiving Software
Virtual Booth 3929 • Virtual Product 1814

Enterprise Vault®

Enterprise Vault® offers a total archiving platform for Microsoft Exchange, SharePoint Portal Server, IM and file server environments. Enterprise Vault® allows you to streamline and reduce the ongoing cost of information storage for the enterprise and simultaneously keep it instantly accessible for users and the organization.

Enterprise Vault not only optimizes front line systems but helps you support your mission to develop processes for good corporate governance.

Visit **www.kvsinc.com/corpgov** and receive the free report, Corporate Governance - the Impact on your IT Staff!

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Arlington, TX 76011
Phone: (877) 358-2858
Fax: (817) 635-1800
WEB: www.kvsinc.com
EMAIL: info@kvsinc.com

Data Backup & Security
Virtual Booth 4224 • Virtual Product 2314

Devu Pro Server Edition provides a unique combination of data security, data privacy capabilities and biometrics in one, while maintaining business continuity. From the small startup to the largest corporate environment, Devu Pro Server Edition provides everyone from the desktop user to the systems administrator peace of mind, knowing all important and pertinent information is being synchronized and secured while the user works at the desktop.

CEELOX

6015 Benjamin Road, Suite 310
Tampa, FL 33634
Phone: (813) 769-0918
WEB: www.ceelox.com

Real-Time Data Replication
Virtual Booth 3080 • Virtual Product 513

Constant Replicator™ provides automatic real-time replication of mission-critical file data in real-world heterogeneous environments over ordinary IP networks. Once installed on your host, Constant Replicator™ is always running, protecting your critical files by mirroring them as they change to one or more remote servers over your existing network.
As your business migrates to the next level where data availability is critical, consider the many enterprise environments where Constant Replicator™ can make the transition simple and hassle-free while simultaneously providing investment protection and a solid foundation for your future.

constantdata

410 11th Avenue South
Hopkins, MN 55343
Phone: (952) 933-2331
Fax: (952) 933-2551
WEB: www.constantdata.com
EMAIL:sales@constantdata.com

Data Backup & Recovery
Virtual Booth 3974 • Virtual Product 1892

EVault Online Data Backup & Recovery Software and Services protect your business-critical data. Unexpected data loss can have serious consequences that no business or IT professional wants to face. Eliminate the risk and management burden of tape-based server backup and disaster recovery.
- Centralize and automate your backup and recovery process
- Enjoy reliable and encrypted data transfer to an off-site storage vault, with 100% data confidentiality - guaranteed
- Reliable and immediate restoration of lost or deleted files
- Lower data backup costs by leveraging existing infrastructure
- Automate for regulatory compliance, removing dependence on human management

EVAULT

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Walnut Creek, CA 94596
Phone: (877) 382-8581
Fax: (925) 944-9909
WEB: www.evault.com
EMAIL: info@evault.com

Peer to Peer Backup System
Virtual Booth 4024 • Virtual Product 1963

312's flagship product LeanOnMe provides platform independent peer-to-peer backup and remote access capabilities. Using innovative Peer-to-Peer technology, LeanOnMe allows you to backup your files to your friends, family, or colleague's computer. This is all done quickly, easily, and safely, using encryption standards similar to that used by banks and the military.

Try it free online at www.312inc.com

LeanOnMe features:
- Installation & setup wizard
- Protects files or folders
- Easy scheduler for continuous, effortless backup
- Simultaneous backups to multiple off-site peers
- Peers cannot see, modify or infect your data
- Securely encrypts and compresses the data
- No monthly web storage fees!

three twelve

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Phone: (407) 210-2412
Fax: (407) 207-7348
WEB: www.312inc.com
EMAIL: sales@312inc.com

Data Warehouse Platform
Virtual Booth 3926 • Virtual Product 1807

Sybase IQ 12.5 is a data warehouse platform designed specifically from the ground up for unsurpassed query performance and the lowest total cost of ownership for users' analytical applications. Based on recent TPC-H benchmarks, Sybase IQ is a category-leader in the business intelligence and enterprise data warehousing market, with record-breaking price-performance and storage efficiency, as well as the lowest total cost of ownership.
Sybase IQ is only business intelligence solution available on the market today that offers column-based data warehousing. Unlike traditional databases, Sybase IQ is architected for analytics - not transactions - and the column-based structure provides significant advantages within a query environment, including reliable performance, easy maintenance, increased scalability and the need for fewer hardware resources.

SYBASE

One Sybase Way
Dublin, CA 94568
Phone: (925) 236-5000
Fax: (925) 236-4321
WEB: www.sybase.com
EMAIL: sales@sybase.com

Storage Mgmt. Solution
Virtual Booth 4100 • Virtual Product 2068

ArC Overview

Network-based archive for fixed-content data

Archivas Cluster (ArC) is a network-based archive management solution that is designed for long-term storage of digital assets. The archive database is distributed and replicated across multiple Linux servers, or nodes. Each node stores data and acts as a portal to access data. Built from industry-standard hardware, ArC's unique architecture enables an installation to scale easily and inexpensively from a small cluster of several server nodes, to many nodes that store hundreds of terabytes of data.

ARCHIVAS digital archiving

200 West Street
Waltham, MA 02451
Phone: (781) 890-8353
Fax: (781) 890-8343
WEB: www.archivas.com
EMAIL: info@archivas.com

Data Archiving Software
Virtual Booth 4227 • Virtual Product 2333

QStar HSM (Hierarchical Storage Management) has been setting the standard for storage management since its introduction. QStar HSM has continued to evolve to provide even greater performance and data security for the lifeblood of your business. With thousands of installations around the world and supporting a wide range of archival media and platforms, your choice of a solution is now easier to make than ever before.

QSTAR TECHNOLOGIES

99 NE Elgin Parkway - Suite 37
Fort Walton Beach, FL 32548
Toll Free: (800) 568-2578
Phone: (850) 243-0900
WEB: www.qstar.com
EMAIL: info@qstar.com

Web-Based Media Service
Virtual Booth 4085 • Virtual Product 2048

American Eagle's WEBSCAN
Web-based media tracking system

Track Media
- For Mainframe and Open Systems
- To and from any location
- By retention date or cycle control
- Kept in containers or slotted at the Vault
- Regardless of media type

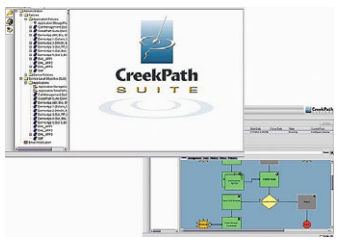
Inventory
- Media in Tape Library
- Media at the Offsite Vault

Web-Based Advantages
- Access information from anywhere anytime
- No corrupt database issues
- Backups done at the server level

AES

30 Corporate Drive
Holtsville, NY 11742
Phone: (631) 207-4400
Fax: (631) 207-4407
WEB: americaneaglesys.com
EMAIL: info@aeseast.com

Storage Resource Mgmt.
Virtual Booth 3747 • Virtual Product 1483



CreekPath Systems is changing the way people view their storage operations and processes. There is no other vendor in the industry that integrates workflow, policy and automation into the storage supply chain so that users can employ their total infrastructure as a business enabler.

CreekPath SYSTEMS Improving Business Agility

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Longmont, CO 80503
Phone: (303) 845-1188
Fax: (303) 845-1002
WEB: www.creekpathsystems.com
EMAIL: sales@creekpathsystems.com

Storage Resource Mgmt.
Virtual Booth 3986 • Virtual Product 1915

NTP Software Quota & File Sentinel enables users to enforce the appropriate usage policies, so you can preserve system performance and availability. With Quota & File Sentinel you can enforce disk space limits on directories, shares and servers in order to control user consumption, manage data stored on servers and gain real-time data on storage performance.

- Full support of Windows 2003
- Full HIPAA compliance
- Increased Security
- Installs without a reboot
- Network Appliance Functionality

NTP Software™

427 Amherst Street, Unit 381
Nashua, NH 03063
Phone: (603) 622-4400
Fax: (603) 263-2375
WEB: www.ntpsoftware.com
EMAIL: info@ntpsoftware.com

Storage Consolidation
Virtual Booth 3979 • Virtual Product 1901

SANsymphony™ software is an enterprise-class open storage networking platform that maximizes the value from IT assets. It pools disk space and automatically allocates just enough capacity, just in time. This doubles disk utilization, delivers a tenfold increase in managed capacity per administrator, eliminates storage-related downtime, and enables affordable business continuance.

DataCore™ SOFTWARE

6300 NW 5th Way
Ft. Lauderdale, FL 33309
Phone: (954) 377-6000
Fax: (954) 938-7953
WEB: www.datacore.com
EMAIL: salesops@datacore.com

Storage Resource Mgmt.
Virtual Booth 3996 • Virtual Product 1942

nStor has built its NexStor platforms on a common management tool, providing you with the ability to easily manage your information assets. StorView management software allows you to leverage your storage resources to enhance the performance of your business applications, while simplifying and reducing the cost of managing storage environments.
- Easy to use, centralized management
- Flexibile and customizable
- Intuitive administration
- Auto detection minimizes setup
- Alert notification via SNMP or email
- Continuous uptime
- Remote management
- Advanced features: Virtualized LUN, Environment Capture, Statistical Reporting

nStor®

6190 Corte Del Cedro
Carlsbad, CA 92009
Phone: (760) 683-2500
Fax: (760) 683-2599
WEB : www.nstor.com
EMAIL: info@nstor.com

Storage Expansion
Virtual Booth 3979 • Virtual Product 1900

SANmelody™ software converts PC servers into cost-effective expansion disk servers. Their added capacity appears as additional internal drives to disk-starved servers on LANs or SANs. This simple solution eliminates the need to commission extra application servers when the existing systems have no more room to add disks. Advanced options include point-in-time snapshots, auto failover across redundant disk servers, auto provisioning of disk space and long-distance asynchronous replication over IP WANs. These functions are host-independent and operate without occupying resources on the application servers.

To enhance application security and availability, SANmelody-equipped disk servers can maintain up-to-date copies (mirror images) of critical data currently housed on internal disk drives.

DataCore SOFTWARE

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Ft. Lauderdale, FL 33309
Phone: (954) 377-6000
Fax: (954) 938-7953
WEB www.datacore.com
EMAIL: salesops@datacore.com

Data Storage Management
Virtual Booth 4041 • Virtual Product 1984

CaminoSoft's Managed Server HSM(tm) software provides a straightforward, cost-effective solution for managing the complexities of data storage. Combine the software with your Windows 200X and NetWare production servers and a host of off-the-shelf storage devices, including SAN, ATA/RAID, NAS, optical, and tape subsystems. The result is a finely tuned data storage resource supporting virtually infinite growth and availability. *Call for a price quote.

- Installs easily and quickly with no required production server downtime
- Aggregates multiple storage resources into a virtual central storage pool
- Provides seamless access to files---user directories remain unchanged
- Dramatically reduces the amount of time needed for backup/recovery

CaminoSoft

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Westlake Village, CA 91361
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Fax: (805) 370-3200
WEB: www.caminosoft.com
EMAIL: info@caminosoft.com

SCSI Diagnostics
Virtual Booth 3820 • Virtual Product 1614

SCSItoolbox™

The SCSItoolbox is the industry's most advanced and widely used testing and diagnostic tool. In use worldwide since 1992, the SCSItoolbox encompasses every tool that you need to test, troubleshoot, configure, and diagnose any single-ended; differential, SCSI 1, 2, 3, wide or narrow devices; Ultra II, Ultra3; FC; iSCSI; SATA; ATAPI; or SAS device.

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The Industry Standard in SCSI/FC/iSCI Testing

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Littleton, CO 80162
Phone: (303) 972-2072
Fax: (480) 802-1217
WEB: www.scsitoolbox.com
EMAIL:sales@scsitoolbox.com

I/O Acceleration Software
Virtual Booth 3729 • Virtual Product 1435

Precision I/O will open up the server-to-network bottleneck for the first time with a software solution using the standard IP/Ethernet infrastructure already present in virtually every data center. Precision I/O's technology is inserted between an application and a network interface to relieve operating systems of I/O chores, letting the server focus on more important tasks associated with application processing.

- 100% Ethernet-based so there are no new standards, no new protocols, no new networking fabric.
- Boost transaction throughput two to seven times.
- Results in one-third of the latency of existing Ethernet deployments.
- Eliminating the bottleneck with the short transactions. typically found in server-to-server, database, and cluster.

Precision I/O

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Palo Alto, CA 94304
Phone: (650) 739-1700
Fax: (650) 739-0838
WEB: www.precisionio.com
EMAIL: sales@precisionio.com

iSCSI Target Software
Virtual Booth 3905 • Virtual Product 1777

WINTARGET

WinTarget is a powerful iSCSI target software solution designed specifically for the Windows 2000/XP/2003 platform that enables IT departments to benefit from cost-effective network storage solutions. Leveraging the iSCSI protocol, WinTarget enhances Windows sharing of disk systems over an Ethernet network. WinTarget seamlessly integrates into the operating system enabling customers to leverage their investment in Windows by providing network-wide secure storage provisioning and high availability. Storage capacity is no longer trapped behind a single server or unavailable if a single server fails. Typical applications of WinTarget include sharing locally attached free disk resources among servers, extending high-performance fault-tolerant disk devices across the network, consolidating storage, or creating cost-effective cluster environments.

String Bean SOFTWARE

19634 Club House Rd., Ste. 320
Montgomery Village, MD 20886
Phone: (301) 977-7800
Fax: (240) 597-8783
WEB: www.stringbeansoftware.com
EMAIL: info@stringbeansoftware.com

Application Virtualization
Virtual Booth 4032 • Virtual Product 1972

Softricity® helps enterprises simplify and accelerate their entire software management and deployments with SoftGrid® - the industry's first application virtualization infrastructure solution - reliably and cost-effectively for past, present and future applications. SoftGrid transforms Windows applications from products that must be installed locally into virtual services that are centrally configured, managed, and deployed on-demand to Windows desktops, laptops and Terminal Services/Citrix MetaFrame Presentation servers - preventing application conflicts, eliminating regression testing and increasing change management responsiveness. By streamlining deployment, upgrades, patches and terminations, SoftGrid saves companies tremendous time and money, increases quality of service and provides the flexibility needed for today's dynamic business environment.

SOFTRICITY®

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WEB: www.softricity.com
EMAIL: info@softricity.com

Scheduling Software
Virtual Booth 4188 • Virtual Product 2205

On-Time Operator scheduling software automatically runs a computer program, such as .exe, .bat, music files, etc at pre-determined intervals (e.g. every 20 minutes) or at a given time of the day. It also does a lot more, with built in, easy to use GUI driven utilities supplied to:

- Perform unattended backups
- Dial up an ISP for an Internet connection
- File/Folder split/merge, compare & report
- Transfer files across networks & nodes
- Trigger a secondary .exe based on name of a file dropped into a folder

Extensive query-enabled logs are maintained for debugging, and **testers** find the log invaluable for **testing and benchmarking** computer hardware and software.
For trial copy go to www.isuru.com/download/dnldq2sk.asp

Isuru

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EMAIL: dias2@isuru.com

Enterprise Automation
Virtual Booth 4211 • Virtual Product 2268

True Cross-Platform / Multi-Platform Solution
OpCon/xps is a fast flexible way to automate and control a wide range of IT & business processes. It is one efficient tool that does the work of many; reducing IT cost, complexity and risk by dynamically responding to changes in your environment.

SMA's expertise is delivering enterprise automation solutions worldwide. Whether your organization is implementing e-business solutions, integrating ERP applications or improving the automation of new and existing IT environments, OpCon/xps is the proven solution for managing complex workloads within complex systems.

With the flexibility and power of OpCon/xps we can support any application and/or platform. But at SMA, we also support humans allowing your most critical resource to operate more efficiently, more error free and more creatively.

SMA OpCon/xps™

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EMAIL: strategicsales@smausa.com

Enterprise Mgmt. Software
Virtual Booth 3793 • Virtual Product 1559

ECM

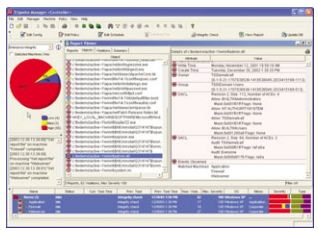
Enterprise Configuration Manager captures tens of thousands of configuration variables on every server and workstation in your organization. See the results immediately in the ECM Portal or as output in one of the hundreds of prepackaged reports. Tame rogue system configurations, enforce standards, minimize downtime, and forge a strong, seamless network environment.

- Central database
- Enterprise view
- Auto discovery
- Central WMI data collection w/out recompiling the MOF
- Ability to monitor mission-critical services
- Run remote commands
- Schedule collections by time interval on demand
- Agent is DCOM based, not service based

Configuresoft

4390 Arrowswest Drive
Colorado Springs, CO 80907
Phone: (719) 447-4600
Fax: (719) 447-4601
WEB: www.configuresoft.com
EMAIL: sales@configuresoft.com

Tripwire For Servers
Virtual Booth 4066 • Virtual Product 2023

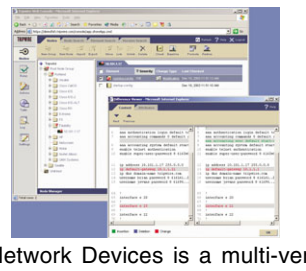


Tripwire® for Servers monitors critical server system files across the enterprise, providing immediate notification of changes that occur, while Tripwire Manager provides convenient, centralized management of Tripwire for Servers installations. With Tripwire software, evaluate changes and minimize impact to prevent downtime, maintain security, and stop implementation of unauthorized changes.

TRIPWIRE®

326 SW Broadway
Portland, OR 97205
Phone: (800) 874-7947
Fax: (503) 223-0182
WEB: www.tripwire.com
EMAIL: sales@tripwire.com

Tripwire for Network Devices
Virtual Booth 4066 • Virtual Product 2024



Tripwire® for Network Devices is a multi-vendor network configuration management software product that centrally manages, monitors, and reports changes made to routers, switches and other network assets. Rely on Tripwire for Network Devices to increase network uptime, enable staff efficiencies, demonstrate compliance with internal IT policies or government regulations, and enhance security.

TRIPWIRE®

326 SW Broadway
Portland, OR 97205
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Fax: (503) 223-0182
WEB: www.tripwire.com
EMAIL: sales@tripwire.com

Clustering Solutions
Virtual Booth 3920 • Virtual Product 1792

VERITAS Cluster Server, the industry's leading open systems clustering solution, is ideal for reducing planned and unplanned downtime, facilitating server consolidation, and effectively managing a wide range of applications in heterogeneous environments. With support for up to 32 node clusters in SAN, VERITAS Cluster Server features the power and flexibility to protect everything from a single critical database instance, to the largest, globally dispersed, multi-application clusters. Increasing automation, providing features to test production disaster recovery plans without disruption, and offering intelligent workload management allow cluster administrators to maximize resources by moving beyond reactive recovery to proactive management of application availability.

VERITAS™

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Mountain View, CA 94043
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Fax: (650) 527-2908
WEB: www.veritas.com
EMAIL: sales@veritas.com

IT Lifecycle Management
Virtual Booth 4149 • Virtual Product 2128

Altiris offers Web-enabled solutions that easily manage desktops, notebooks, handhelds and servers. Altiris provides fully integrated systems management solutions for client and mobile, server, and asset management that automate, simplify, and reduce the cost of IT lifecycle management. Download a free 30-day evaluation copy. www.altiris.com.

altiris
intuitive > manageability

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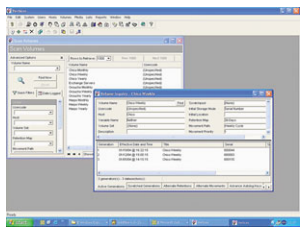
Phone: (801) 226-8500
WEB: www.altiris.com

Lindon, UT 84042
Fax: (801) 226-8506
EMAIL: Sales@altiris.com

Media Management System
Virtual Booth 3998 • Virtual Product 1943

Vertices
THE MEDIA MANAGEMENT SYSTEM



Vertices® Media Management System is the comprehensive, scalable disaster recovery tool that will help you meet even the most stringent business continuity guidelines. Vertices lets you easily store, track, move and protect all the media your company generates. And since Vertices integrates seamlessly with your backup system, the tracking / logging of your backup media will be done automatically.

B&L ASSOCIATES®

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Needham, MA 02494
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EMAIL: sales@bandl.com

Patch Management Service
Virtual Booth 3819 • Virtual Product 1754

- **Continuous, automated assessment.** When a remote or mobile user tries to connect, iPass immediately inventories their PC's security assets and runs a security assessment before giving the user an Internet connection.
- **Automated remediation.** After assessing the endpoint device, iPass automatically remediates Microsoft OS patches and antivirus definition files based on your security policies and priority levels.
- **Automated patch management.** Each time a Windows OS patch is released, it's immediately available. The management of antivirus updates is also highly automated. IT staff definte how often a user's definition files are to be updated, and iPass takes care of it.

iPass

3800 Bridge Parkway
Phone: (650) 232-4100
WEB: www.ipass.com

Redwood Shores, CA 94065
Fax: (650) 232-4111
EMAIL: Sales-na@ipass.com

Security Update Manager
Virtual Booth 3793 • Virtual Product 1560

SUM

- Enterprise assessment in minutes
- Push and pull deployment
- Deployment control
- Security and role-based access
- Integration with Microsoft Security Web site

Configuresoft

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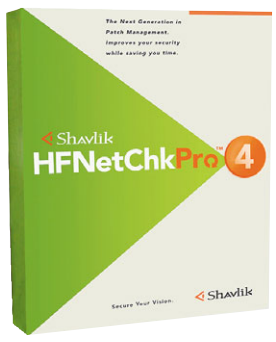
Colorado Springs, CO 80907
Phone: (719) 447-4600
Fax: (719) 447-4601
WEB: www.configuresoft.com
EMAIL: sales@configuresoft.com

Patch Management Software
Virtual Booth 4177 • Virtual Product 2187



The industry standard for automated security patch management, Shavlik HFNetChkPro™ is the fastest, easiest, most logical way to secure your network. Start patching in just 30 minutes to ensure that your systems are fully protected.

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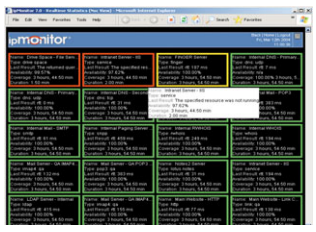
Application Monitoring
Virtual Booth 3990 • Virtual Product 1925



ipMonitor is a secure, real-time network monitoring solution that will proactively Monitor, Alert and Recover your critical applications, servers and infrastructure equipment. Feature rich and affordable - ipMonitor's proven agentless architecture and comprehensive feature set delivers unparalleled reliability, ease-of-use and low cost of ownership.

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Application Performance
Virtual Booth 3920 • Virtual Product 1793

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End-To-End Performance
Virtual Booth 4043 • Virtual Product 1985

$34,500
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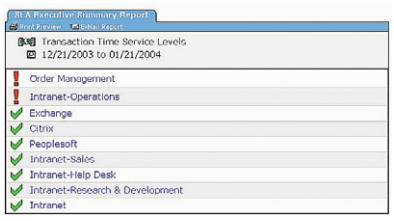

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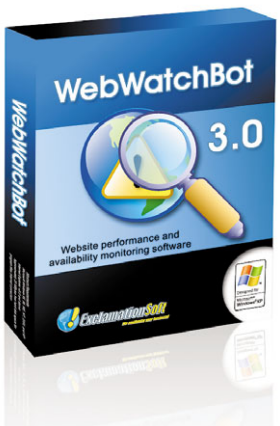
Web Monitoring/Analysis
Virtual Booth ???? • Virtual Product ????



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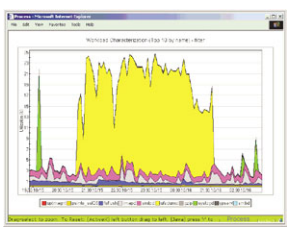
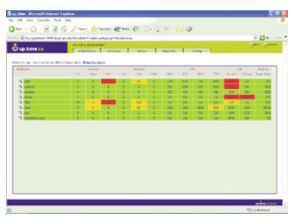
Performance Monitoring
Virtual Booth 3925 • Virtual Product 1806





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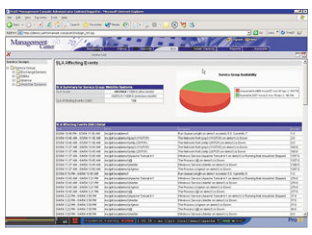
Network & System Mgmt.
Virtual Booth 4010 • Virtual Product 1954



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Data Center Management
Virtual Booth 4200 • Virtual Product 2249

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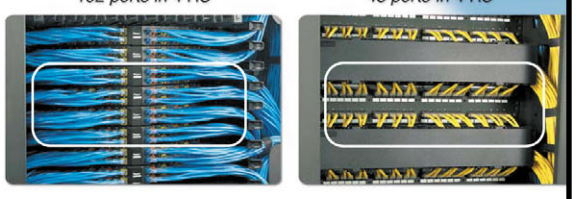

Angled Patch Panel
Eliminates Need for Horizontal Cable Managers

High-Density Patch Panel
48 Ports in One Rack Space

PANDUIT Angled Patch Panels manage high-density network applications in up to one-fourth the area of conventional cable management systems. Angled Patch Panels facilitate proper bend radius of each cable as it is routed directly into a vertical cable manager, eliminating the need for horizontal cable managers. *PANDUIT* offers angled solutions for all high-density installations:

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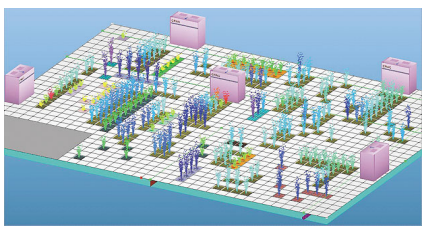
Air Flow Design Software
Virtual Booth 4058 • Virtual Product 2006



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Sun System Support
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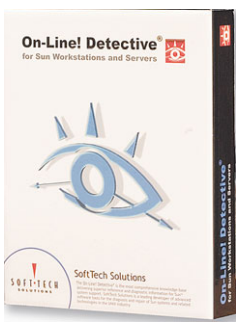

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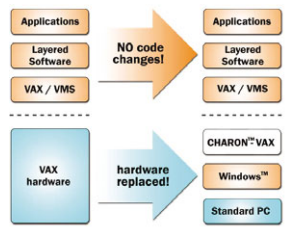
VAX Replacement Systems
Virtual Booth 2776 • Virtual Product 447



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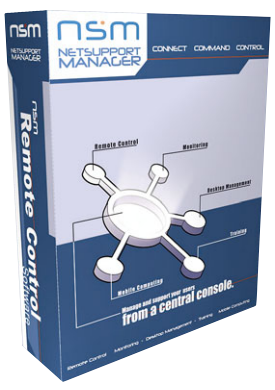

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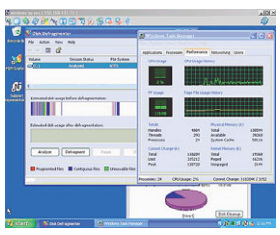

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Data Center Automation
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Terminal Emulation
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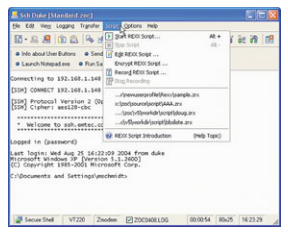
Terminal Emulation
Virtual Booth 4139 • Virtual Product 2112

EmTec Innovative Software



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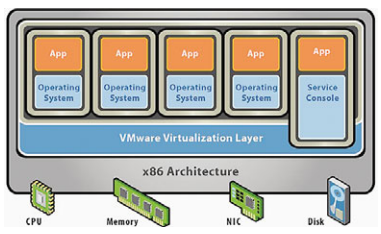
IBM / VMware Virtualization
Virtual Booth 4240 • Virtual Product 2363



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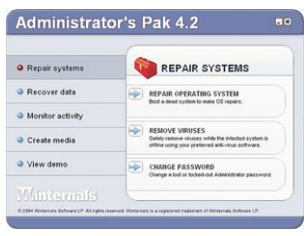
System Admin Tools
Virtual Booth 3863 • Virtual Product 1680



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Desktop Availability Suite
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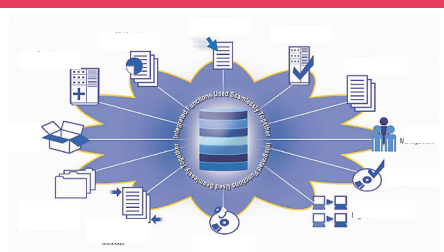

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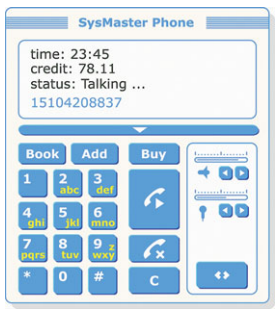
VoIP PDA Softphone
Virtual Booth 3909 • Virtual Product 1780



- Allows calls via the Internet
- DTMF dialing from user's PDA
- Supports H.323/SI
- Speaker volume control
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- Contact Book
- History list of the most recently used phones
- Instant balance reporting
- Skinnable interface

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VoIP Softphone
Virtual Booth 3909 • Virtual Product 1779

- Allows calls via the Internet
- DTM dialing from user's PC
- Speaker volume control
- Microphone volume control
- Contact Book
- History list of the most recently used phones
- Instant balance reporting
- Includes a timer for the seconds
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VoIP Network Assessment
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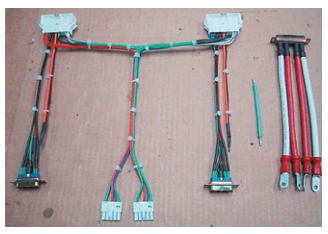

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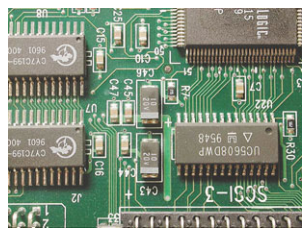
Depot Maintenance on POS
Virtual Booth 3256 • Virtual Product 2007



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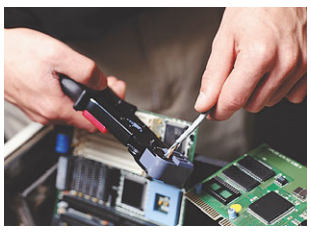

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Virtual Booth 4223 • Virtual Product 2313

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Network Forensics
Virtual Booth 4156 • Virtual Product 2132

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IT Security Management
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Infrastructure Security
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Virtual Booth 3983 • Virtual Product 1910

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Virtual Booth 3829 • Virtual Product 1625

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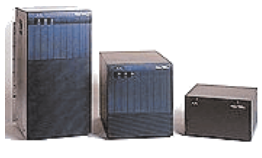

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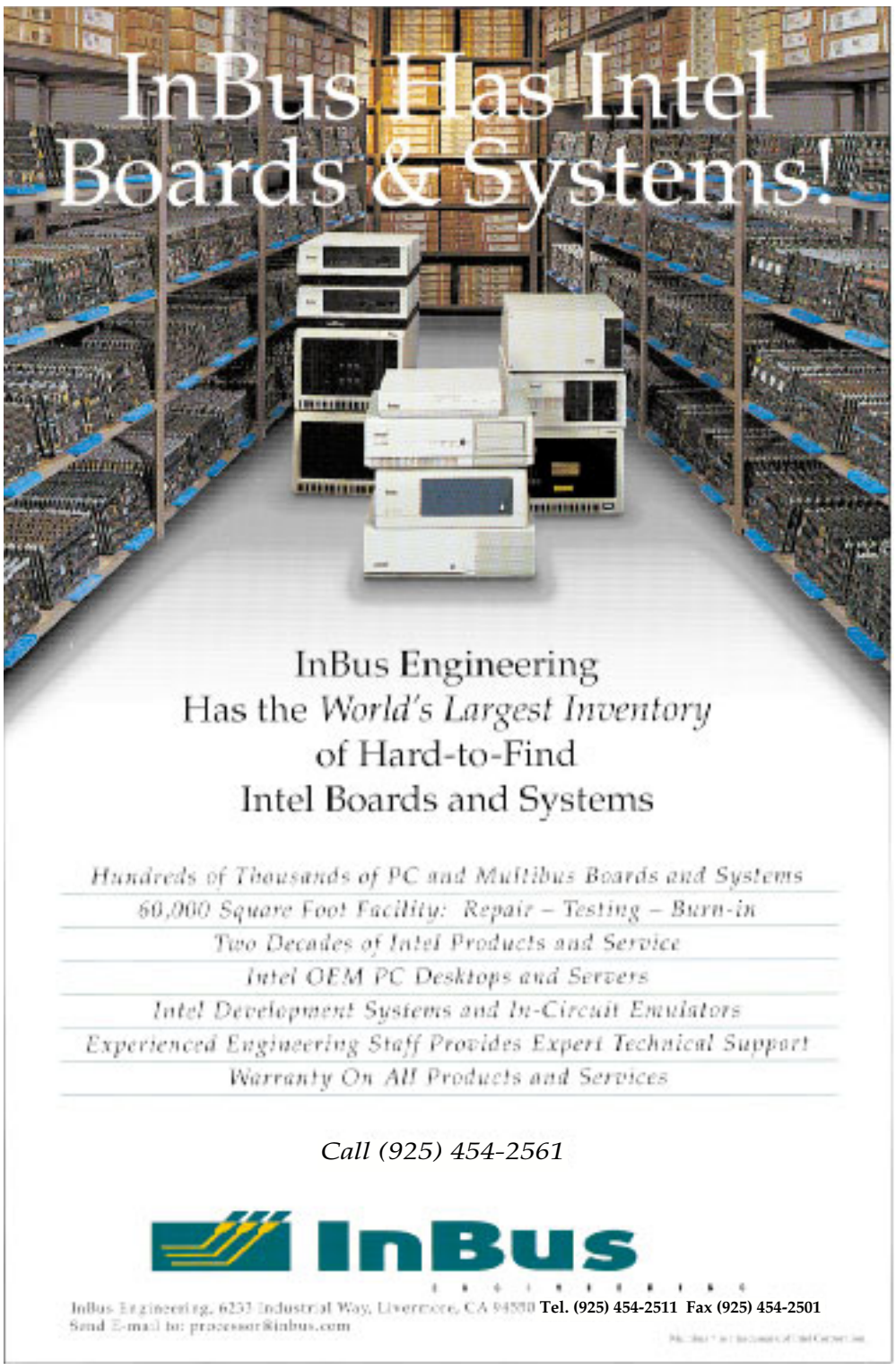

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